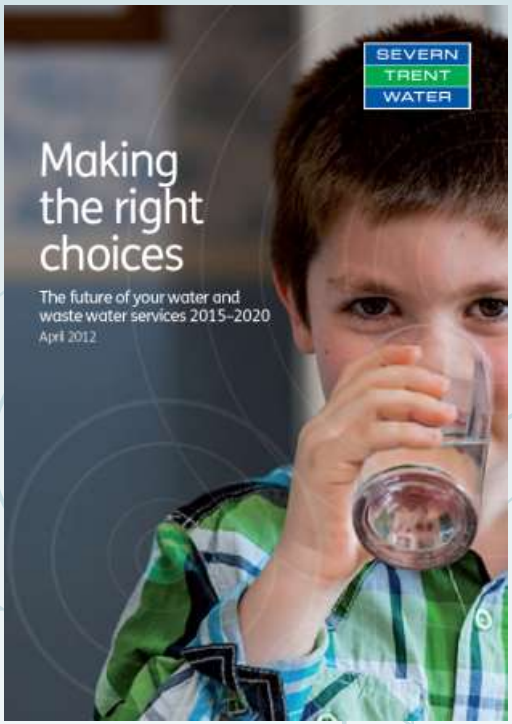
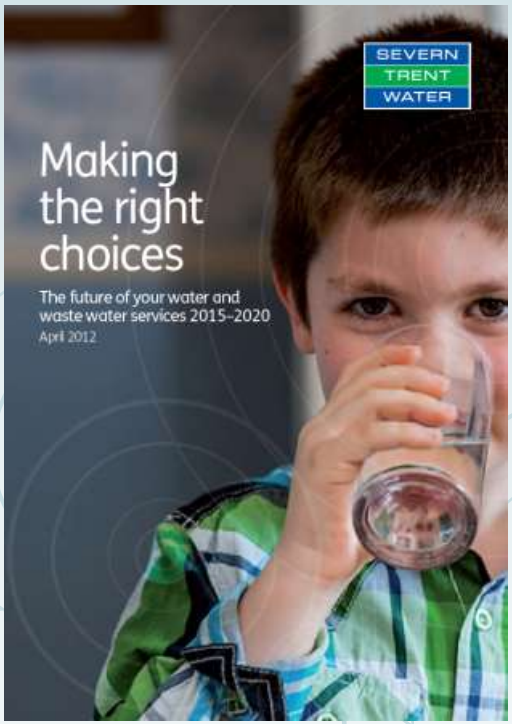
Making the right choices

Waste water services stakeholder workshop

19 June 2012



Making the right choices



Waste water services stakeholder workshop

Simon Cocks

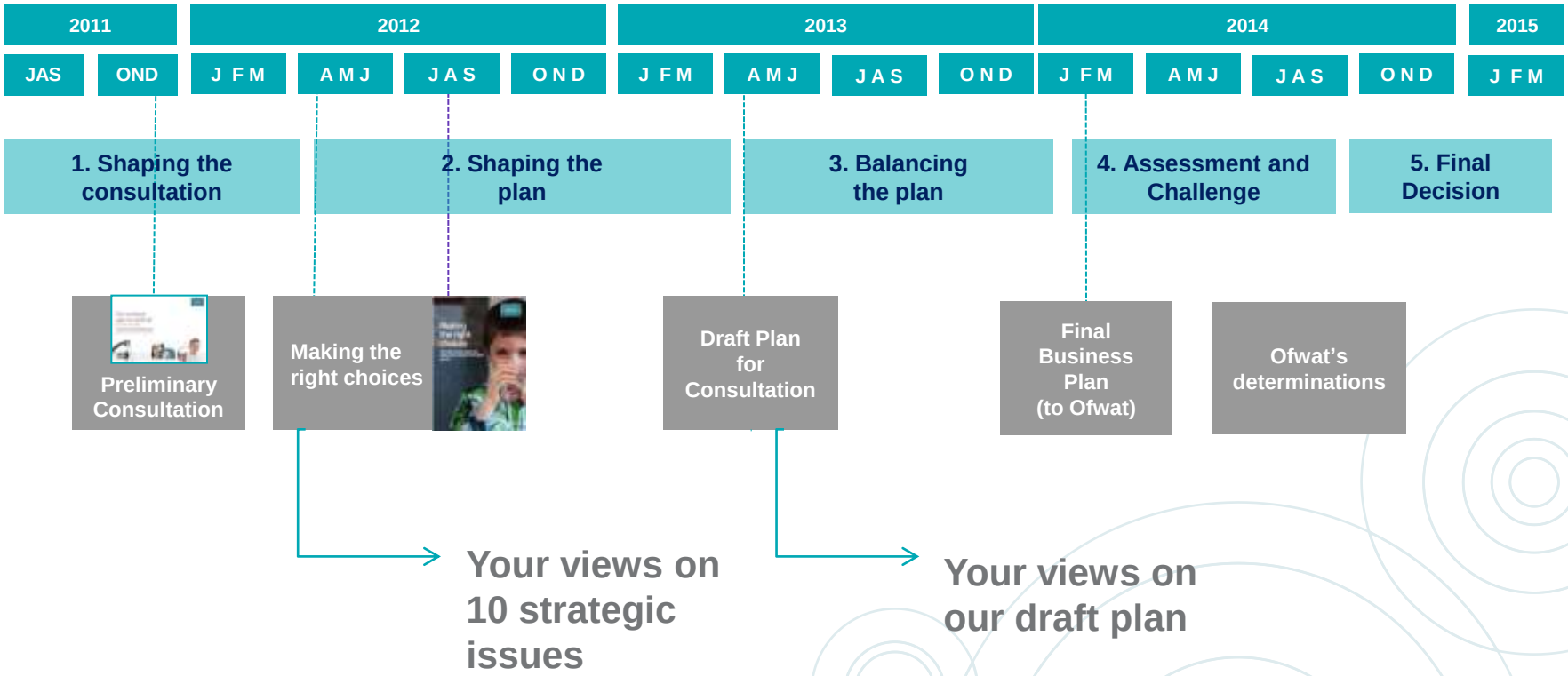
Director, waste water services

19 June 2012

Introductory DVD

Today is part of a programme of consultation

We will use what you tell us today, together with the outcome of customer research, to develop a draft plan.



We will need to make trade-offs between priorities for 2015-20

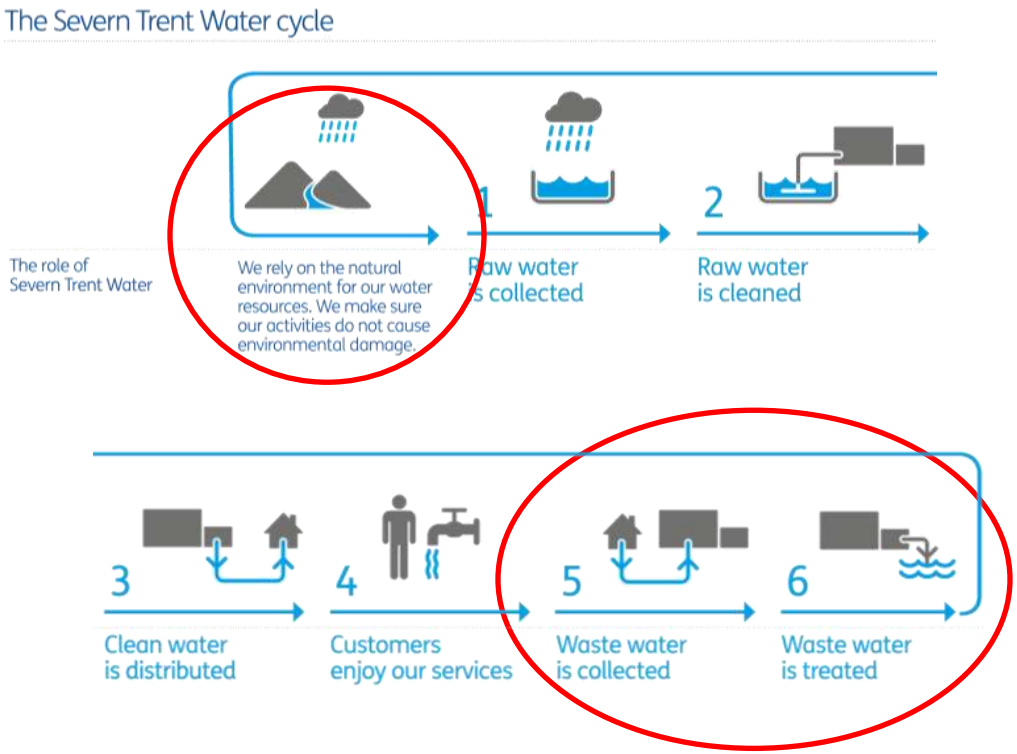
We cannot take decisions on waste water in isolation from other issues.

A guide to help calibrate discussions today:

- Each £50m capital we invest ≈ £1 change in customer bills
- For every £5m operating expenditure spent (per year) ≈ £1 change in bills
- The average combined water and sewerage bill in the Severn Trent region for 2012/13 is £326 (the lowest in England and Wales).

Please use this as a guide. Precise bill impacts depend on a range of factors such as specific details on the type of asset, timing etc.

Water cycle and our consultation



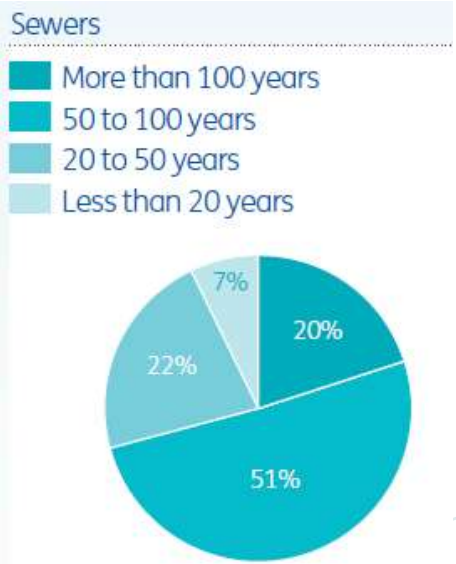
Backdrop of future challenges:

1. Climate change
2. Population changes
3. Asset management
4. Affordability

Keeping our sewers working well

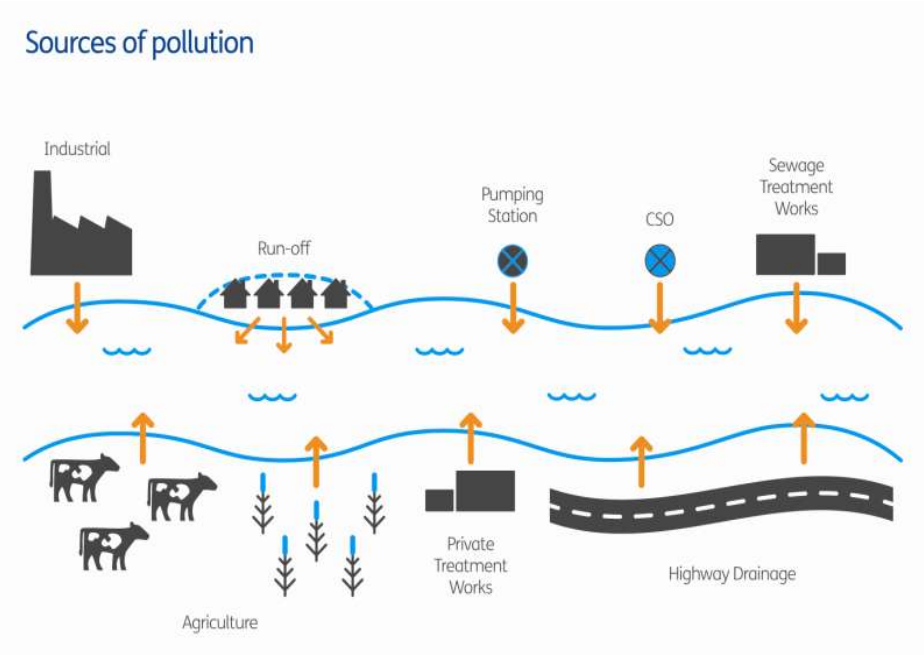
Choices we have:

- Sewer flooding and our impact on customers
- Pollution incidents and our impact on the environment
- Surface water management
- Transfer of private drains and sewers
- Asset management and an ageing asset base



Ensuring healthy and sustainable rivers

The Water Framework Directive will have the biggest impact on our capital programme for wastewater improvements



Choices:

- Pace of Investment
- Balance
- The way we work together
- Technical solutions or catchment approach

Thank you

Introduction from Green Issues Communiqué

The role of GIC

- Independent workshop facilitation
- Ensuring the comments are noted
- Production of the Stakeholder Participation Report

Format for the day

- Sessions 1 & 2: Keeping our sewers working well
- Sessions 3 & 4: Ensuring healthy and sustainable rivers

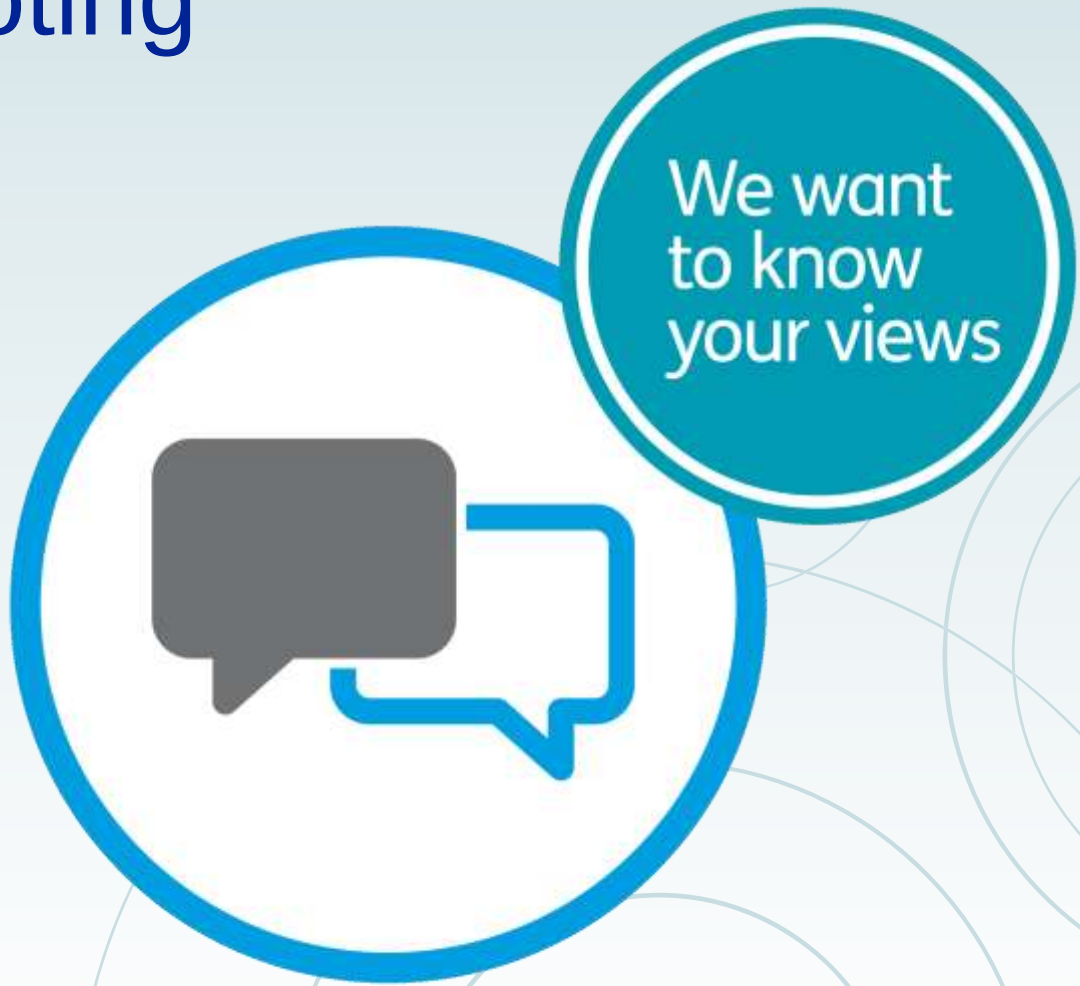
Agenda for the day

Part 1	Keeping our sewers working well
10.20 - 10.30	**Presentation:** Background and current priorities
10.30 - 11.00	**Round table workshop:** Background and current priorities
11.00 - 11.05	**Electronic voting:** Current priorities
11.05 - 11.25	Coffee break
11.25 - 11.35	**Presentation:** Future priorities
11.35 - 12.20	**Round table workshop:** Future priorities
12.20 - 12.25	**Electronic voting:** Future priorities
12.25 – 13.15	Lunch

Agenda for the day

Part 2	Ensuring healthy and sustainable rivers
13.15 - 13.20	GIC introduction
13.20 – 13.30	**Presentation:** Background and current priorities
13.30 - 14.00	**Round table workshop:** Background and current priorities
14.00 - 14.05	**Electronic voting:** Current priorities
14.05 - 14.20	Coffee break
14.20 - 14.30	**Presentation:** Future priorities
14.30 - 15.15	**Round table workshop:** Future priorities
15.15 - 15.20	**Electronic voting:** Future priorities
15.20 - 15.30	Close and thank you
15.30	Opportunity to meet STW staff

Electronic voting



Electronic voting: practice questions

QA: Are you awake?

1. Yes
2. No

Electronic voting: practice questions

QB: How did you travel to the event?

1. By car
2. By train
3. Walked
4. Taxi
5. Bicycle

Electronic voting: practice questions

QC: Who are our stakeholders today?

1. Council officer or elected representative
2. Developer
3. Environmental / conservation group representative
4. Customer
5. Business group representative
6. Domestic customer representative
7. Regulator or national government
8. Water Forum member
9. Other

Electronic voting: practice questions

QD: Are you a Severn Trent Water customer?

1. Yes
2. No
3. Rather not say!

Making the right choices:
Keeping our sewers working well

Waste water stakeholder workshop

Neerja Upadhyay,

Waste Water Services, Infrastructure Strategy Manager
19 June 2012

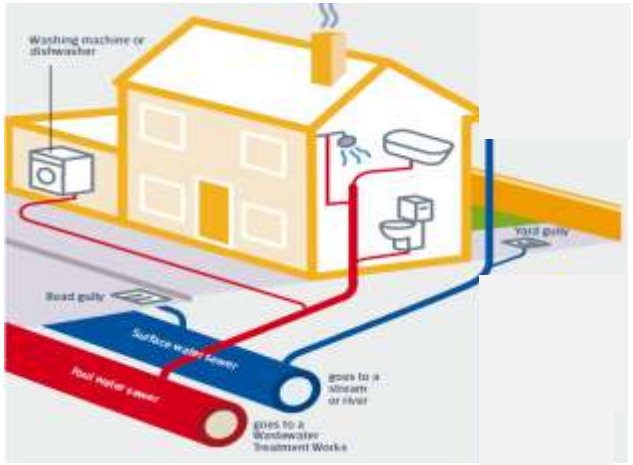
Session 1:

Background and current priorities 2010-2015

The Severn Trent sewerage system – an overview

Our total sewerage network includes:

- 91,000km of sewers and drains serve 3.2 million households
- 4,300 combined sewer overflows – these act as relief points for when the flow in the combined sewers exceeds the capacity of the pipe and have consents to discharge to watercourses
- Approximately 3,100 pumping stations (increasing to around 4,600 as we adopt private pumping stations)



The impact when things don’t go right

SEWER FLOODING

POLLUTION

Severity Range

Our current activities: focusing on our assets

Understanding our Assets

We are increasing our understanding of the sewer network.

- £50m planned investment in 2010-15 on our CCTV programme and catchment solutions.

Proactive Asset Management

We repair, cleanse and remote monitor our assets.

- £160m planned investment in 2010-15 on sewer cleansing and rehabilitation.
- £9m planned investment in 2010-15 on telemetry and remote monitoring.

Building Extra Capacity

We are building extra capacity in our network through strategic schemes and local investment.

- £130m planned investment in 2010-15 to deal with sewer flooding.

Our current activities: working with stakeholders

Mitigation

Protecting properties affected by internal flooding via mitigation – 73% internally flooded properties protected.

Sustainable Drainage

Proactively supporting construction of sustainable drainage solutions (SuDS) such as ponds or swales.

Source Control - Customer Education

We actively promote responsible use of the sewer system.

We support the construction of sustainable drainage solutions

What is the issue?

- When it rains sewers have to deal with flows which can be several times the normal flow.
- Our sewers are under increasing pressure due to factors such as:
  - An increasing population spread over a wider area.
  - Greater fluctuations in weather patterns.
  - People paving over gardens.
  - New housing and retail development.

A Retention pond

How can sustainable drainage help?

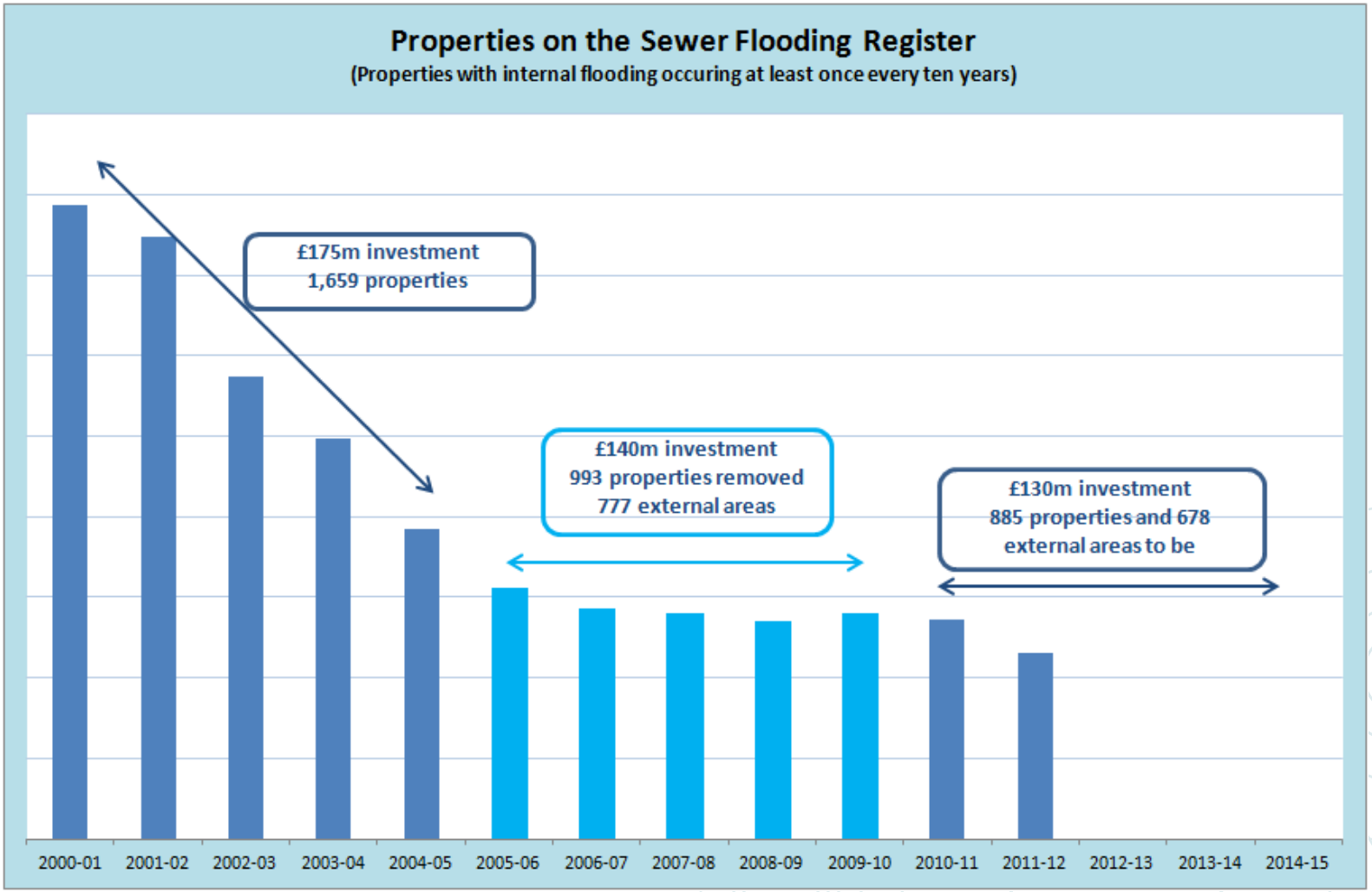
- Sustainable drainage systems (SuDS) manage run-off to reduce flows into the sewer system:
  - They can provide surface water drainage at lower cost than expanding sewer capacity.
  - They bring environmental and landscape benefits.
  - We need to work together to increase the potential benefits of SuDS.

A bio-retention area

Our performance: sewer flooding registers

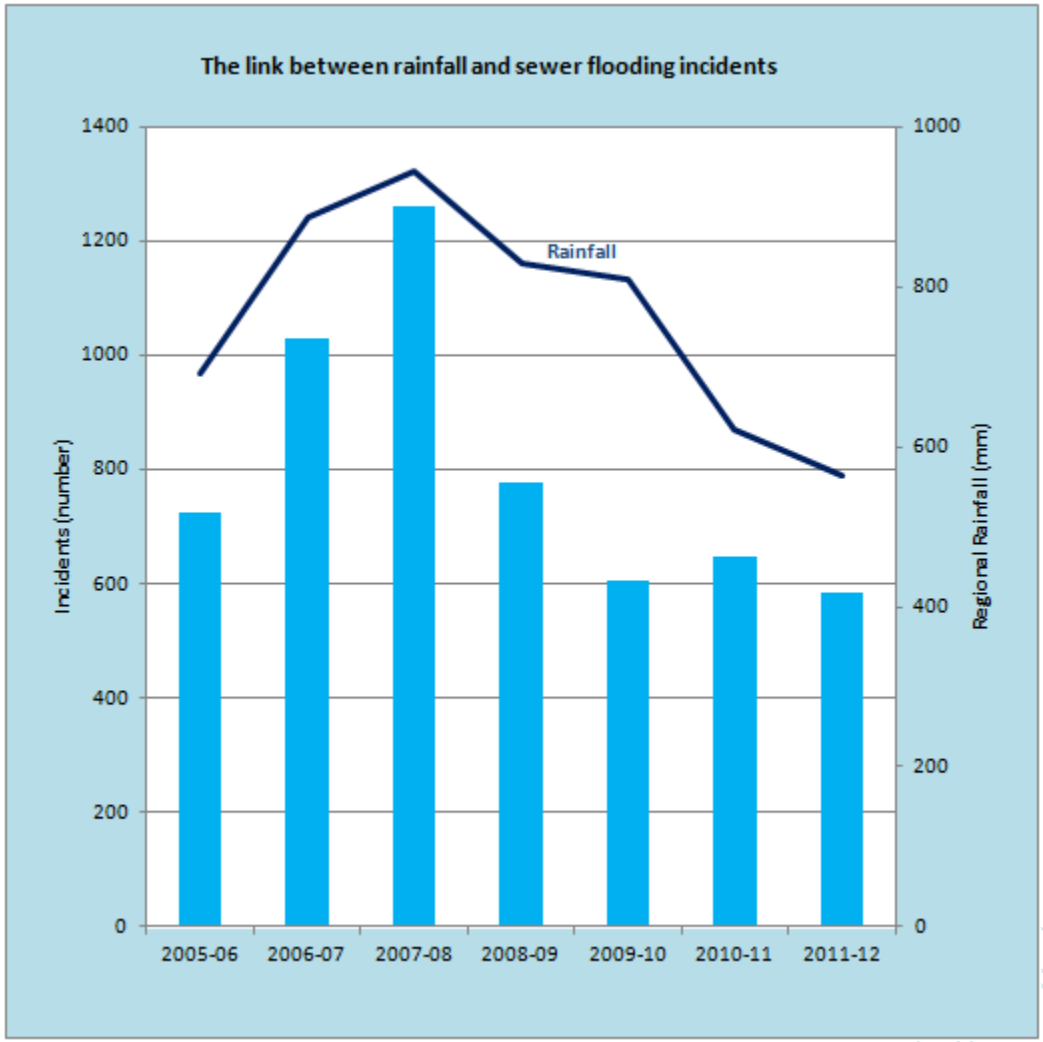
We made significant progress in 2000-05.

We are now finding the new and remaining properties require complex and increasing expensive solutions.

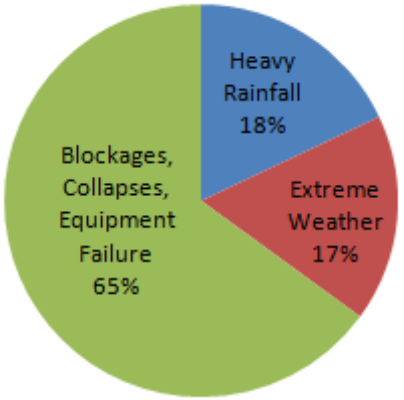


Our performance: sewer flooding incidents

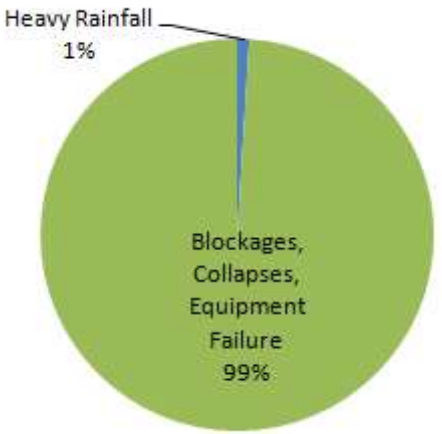
The number of incidents and causes is strongly linked to the weather



2007/08
A very wet year



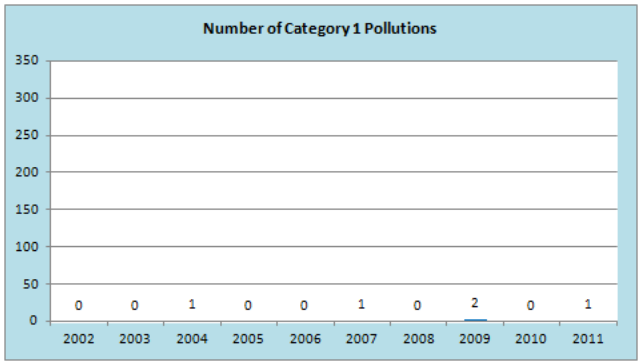
2011/12
A very dry year



Our performance: pollutions caused by sewers

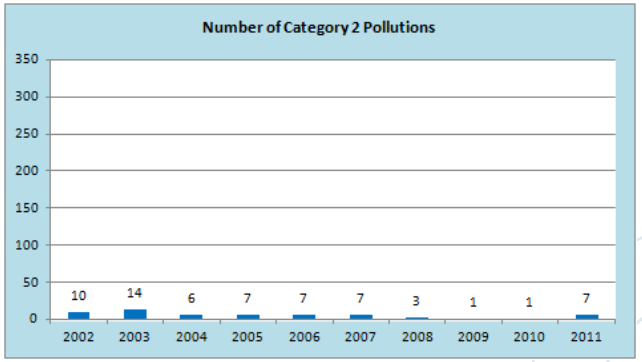
Category 1:
Major impact

Maintaining performance with relatively few incidents



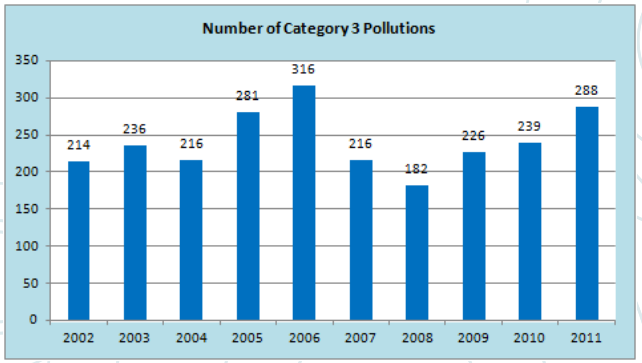
Category 2:
Significant impact

Maintaining performance with relatively few incidents



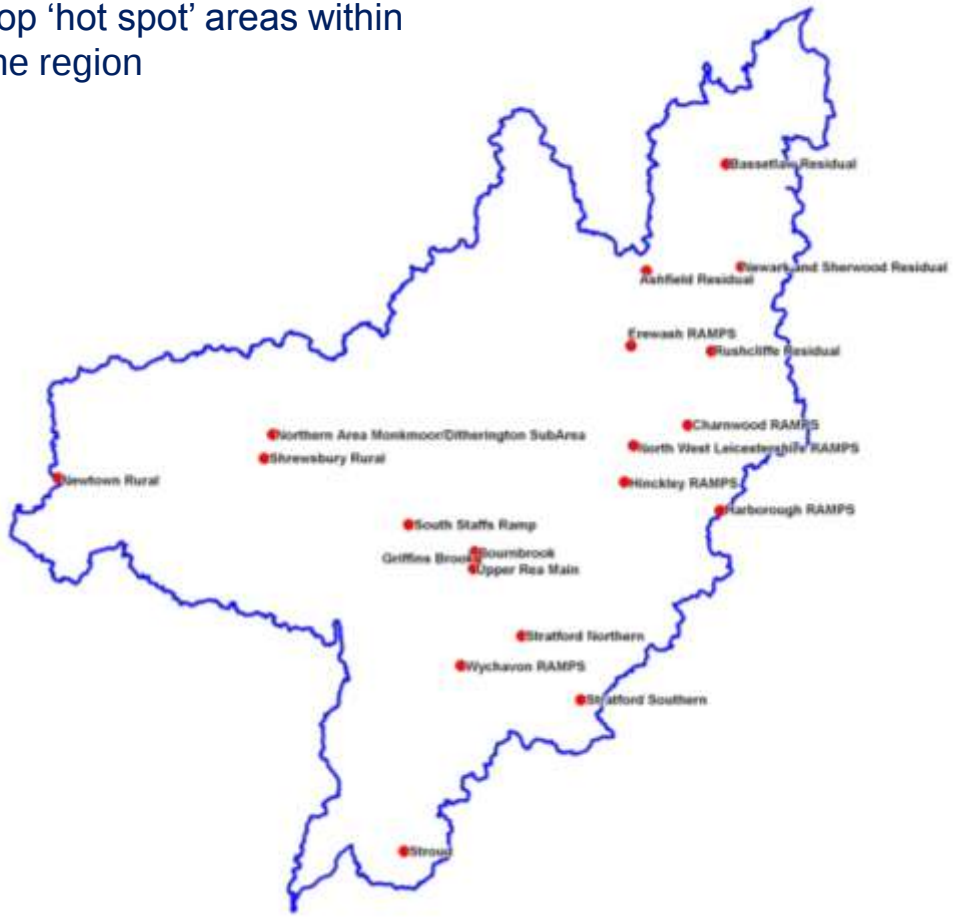
Category 3:
Minor impact

Increasing trend over last four years. We have agreed an Environmental Improvement Plan with the EA to address this.

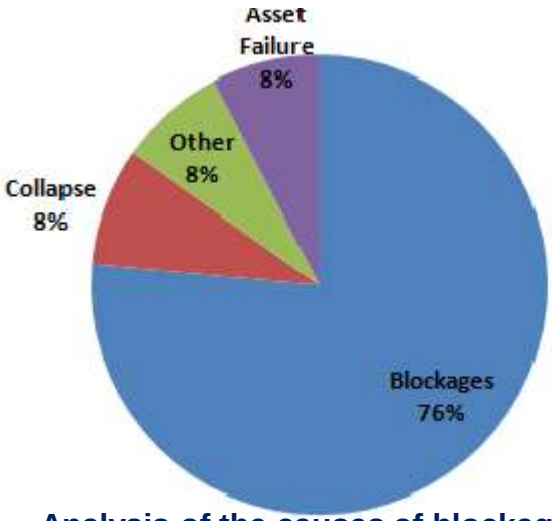


Our performance: pollutions and blockages

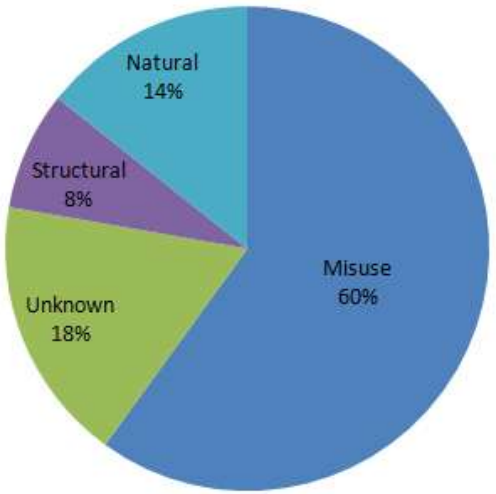
Top ‘hot spot’ areas within the region



Analysis of the top ten causes of pollution incidents



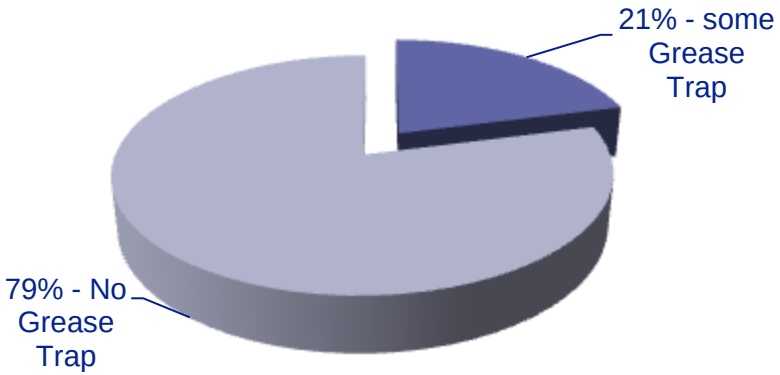
Analysis of the causes of blockages



Understanding our network better

A case study Burton on Trent

Grease trap outlet



Assessment of food establishments

Is this an appropriate grease trap?

Transfer of private drains and sewers

Activity following transfer in October 2011:

- We have dealt with incidents on these assets successfully.
- But activity to date has been lower than expected.
- However, there is a steadily growing increase in customer awareness.
- We are focussing our investment on better understanding the volume and condition of transferred assets.

We need to consider:

- **Pace of improvement**: Some customers may be receiving a different level of service from others – how quickly should be upgrade our private drains and sewers to eradicate this difference?
- **Scope**: Same considerations apply to the adoption of private pumping stations .

In Summary

In 2010-2015:

- Our programme to deal with over 1500 sewer flooding problems
- Our programme to reduce pollution incidents by about 30 each year

.....added approximately £4 to bills

- Defra have estimated a £12 bill impact on bills due to PDaS, including a programme to replace the worst assets

.

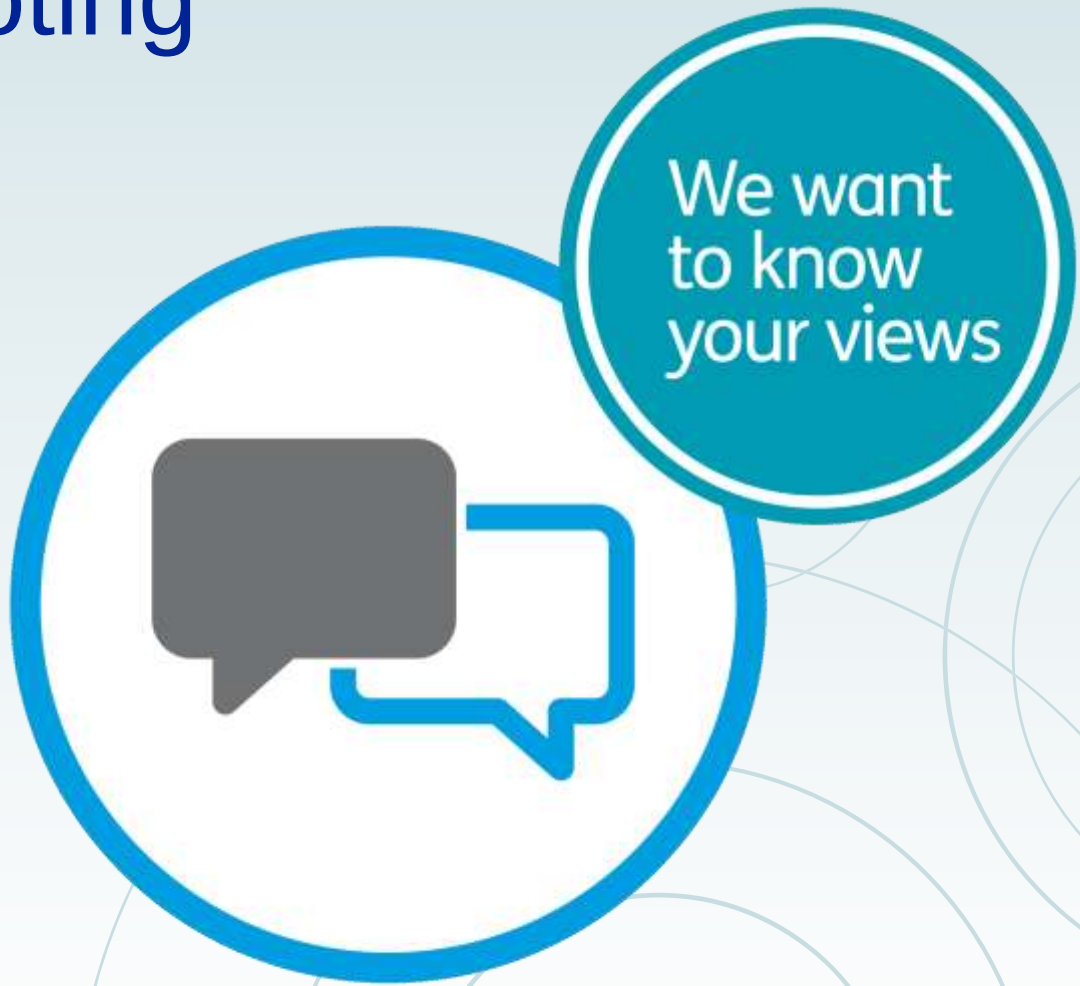
Session 1: Current priorities
Discussion questions

Q1: What are your views on our current approach?

Q2: How can we work with other parties to help ensure our sewers work effectively?

Q3: How should we manage previously private drains and sewers that have transferred into our ownership?

Electronic voting



Session 1: Current priorities
Electronic voting

Q4: Which of the following best describes your views on sewer flooding?

1. Sewer flooding is not acceptable and everything possible should be done to prevent it – no matter what the cost.

2. Sewer flooding is very serious, but not all cases are the same. Priority should be given to addressing high severity floodings, but we might need to accept low risk incidents.

3. Sewer flooding is not very common. As long as it does not get any worse, we should not worry about it too much.

4. We should do the basics to prevent sewer flooding, but investment could be better directed elsewhere.

Session 1: Current priorities
Electronic voting

Q5: Before this session how aware were you that the DG5 sewer flooding register was an historic incident register and not a ‘at risk’ register?

1. Completely unaware

2. Aware

3. Very aware

Session 1: Current priorities
Electronic voting

Q6: Were you aware of the impact sewer misuse has on sewer flooding and pollutions?

1. Completely unaware

2. Aware

3. Very aware

Session 1: Current priorities
Electronic voting

Q7: To what extent do you agree with this statement:

"the 'polluter pays' concept should apply to the establishments responsible for sewer misuse"

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree

Session 1: Current priorities
Electronic voting

Q8: How should we bring our recently transferred sewers (37,000km) up to standard?

1 React and fix problems as they get reported, keeping bills low

2 Actively replace the worst or those most at risk

(Defra have estimated a £12 bill impact which included a programme to replace the worst assets)

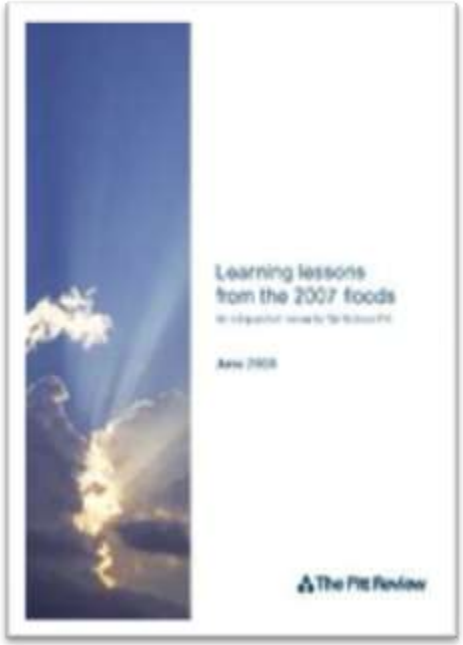
3 Put in a comprehensive programme to prevent failure

4 Don't know

Session 2:

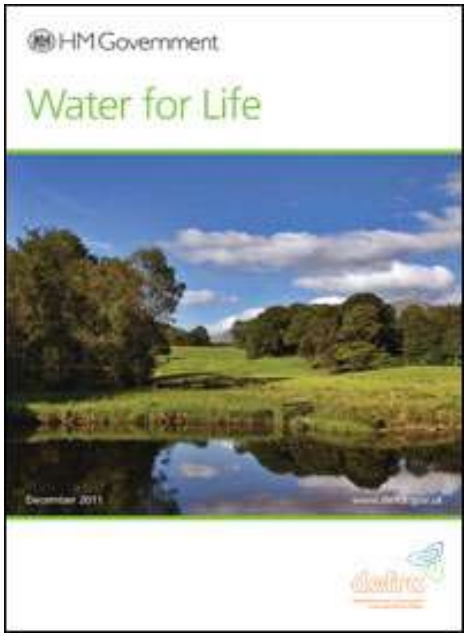
Future choices – (2015 onwards)

There is consensus that risk based, proactive and sustainable management of the sewer network is the way forward



Pitt Review 2008

"Defra should work with Ofwat and the water industry to explore how appropriate risk-based standards for public sewerage systems can be achieved"



Water for Life:

"...at some point we or future generations will need to increase that rate of investment if those networks are to continue to function at the same standard"

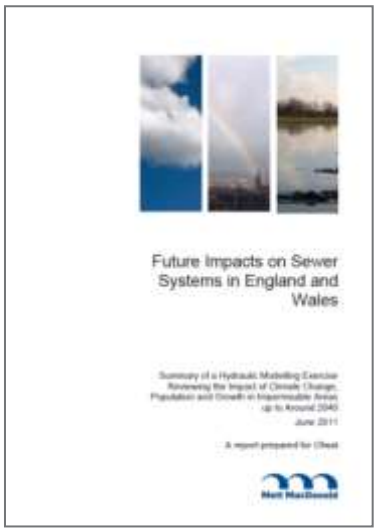
We will work with Ofwat and the Environment Agency to ensure a more strategic approach to drainage planning and that planning standards are brought up to a consistent level of best practice"

UKWIR -*"A risk based approach to flooding" completed in 2011*

This project aims to provide a better means of setting priorities for investment to alleviate the risk of sewer flooding, based on both the probability and consequence of flooding

The challenges we face

- Climate change
- Population growth
- Property creep
- Sewer misuse
- Ageing sewer network



Hydraulic sewer flooding

Asset Age and Operational practices

Median increase in sewer flooding, %	50th percentile
Population growth	5
Property creep	12
Climate change	27
Combined	**51**

What could this mean for sewer flooding?

We would like you to consider:

- **Adopting a risk based approach**: the extent and pace of the move from an incident based approach to a risk based approach.
- **The flood protection standard**: should we consider consequence of failure or provide the same level of protection for all properties.

Sewer flooding: A risk based approach

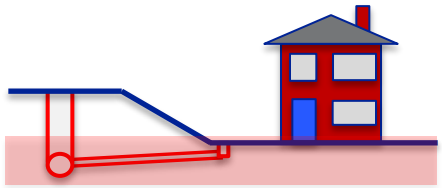
The current approach:

- We deal with properties that have already been flooded and are on the register.
- We have a standard approach to design for protection against:
  - 1 in 40 year storm for internal
  - 1 in 20 year storm for external
- There is no scope to be proactive or look at wider catchment needs
- This approach does not consider risk

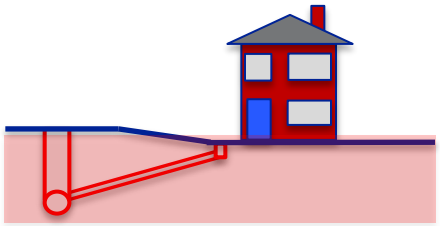
A risk based approach could mean:

- We provide different levels of protection depending on the risk of experiencing flooding.
- The focus is on reducing incidents rather than the number of properties on the register
- Investment driven by risk:
  - Proactive approach.
  - Allows alignment with other stakeholders (EA/LLFA).
  - Can allow for impact of climate change.
- Encourages sustainable long term solutions to ‘future proof’ a catchment.

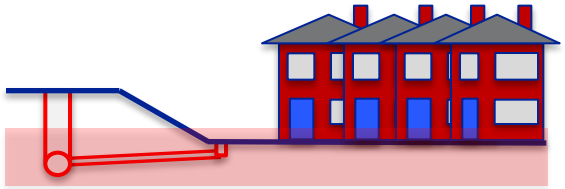
Sewer flooding: consequence of failure



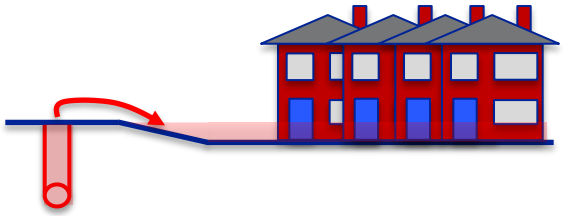
- Single low lying properties
- Low consequence
- Low frequency
- Minor issue with hydraulic capacity or local blockage



- Major surcharge issue
- More frequent flooding



- High consequence of failure
- Multiple properties affected
- High frequency

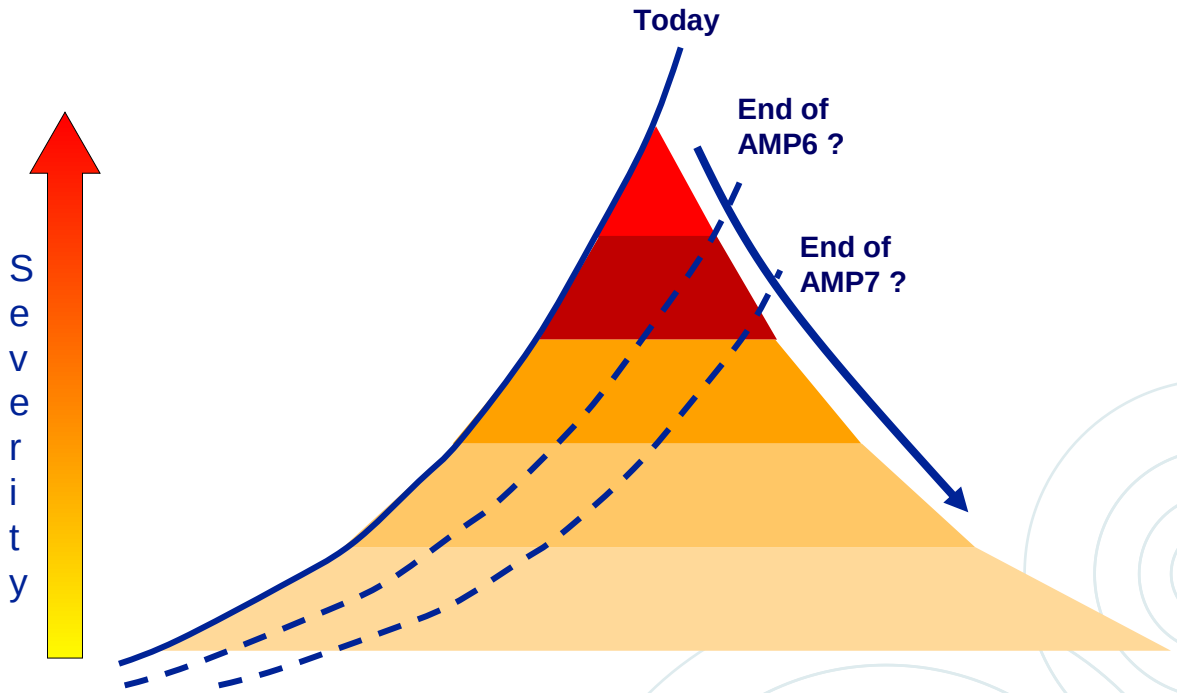


- Overland flood risk
- Difficult to mitigate
- Multiple properties affected
- High frequency

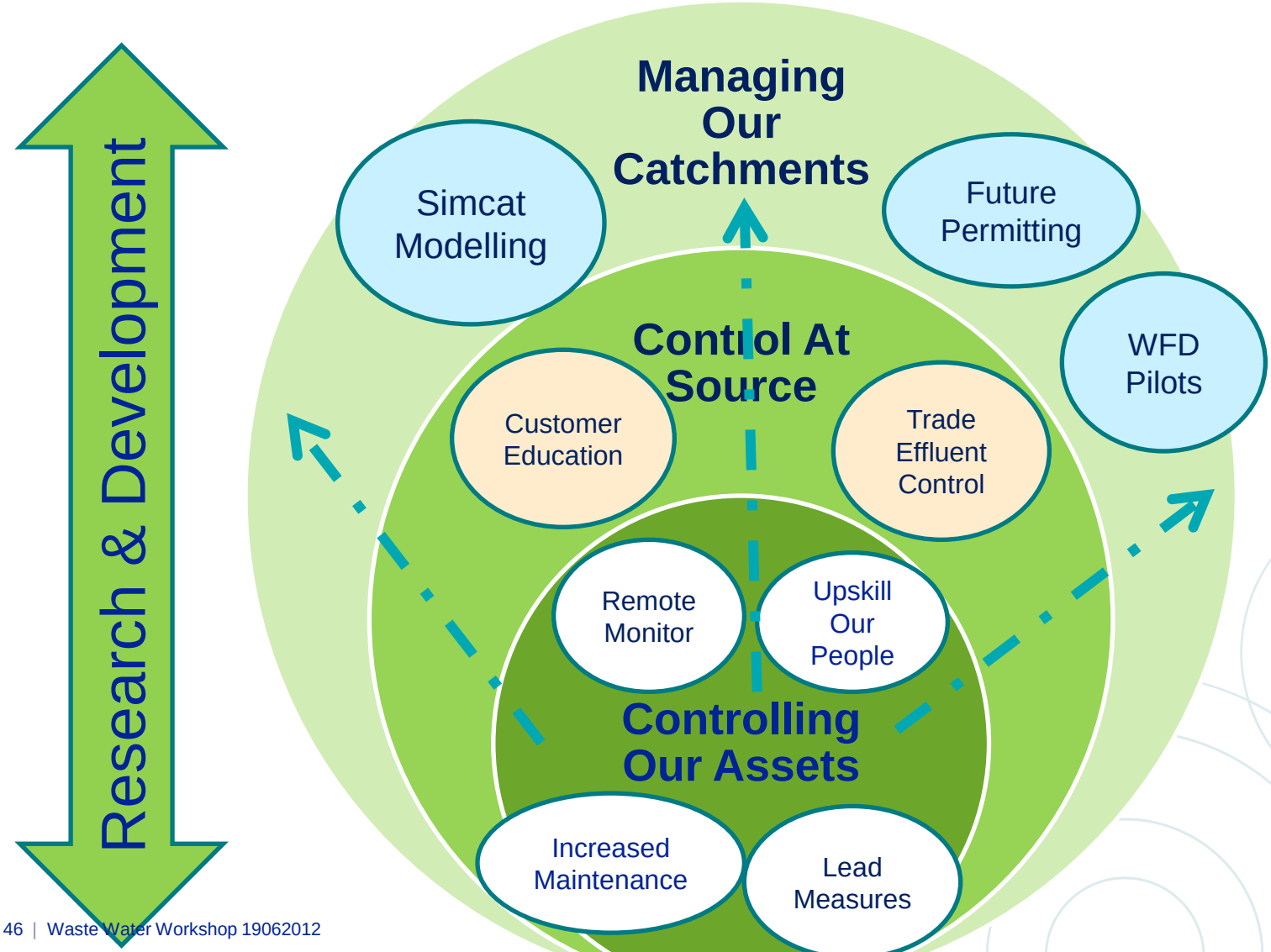
Sewer flooding: What rate of change is appropriate?

Severe flooding

Minor flooding



Our strategy looks at our assets and beyond

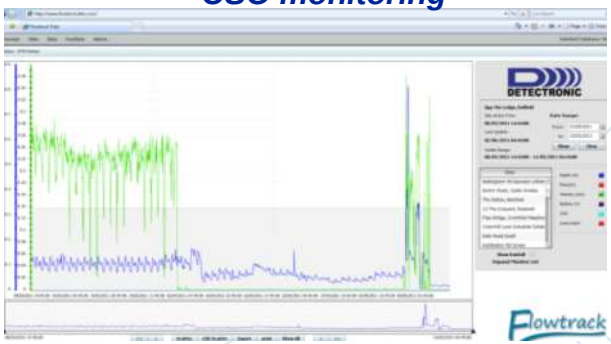


Controlling our assets

Black Country Trunk Sewer - Real Time Asset Management

Black Country Trunk Sewer

CSO monitoring

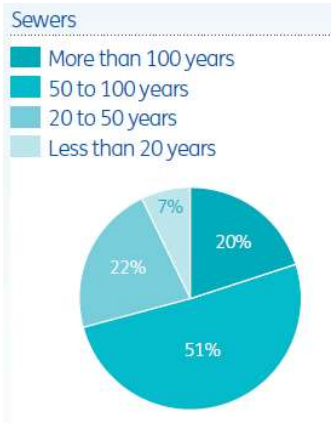


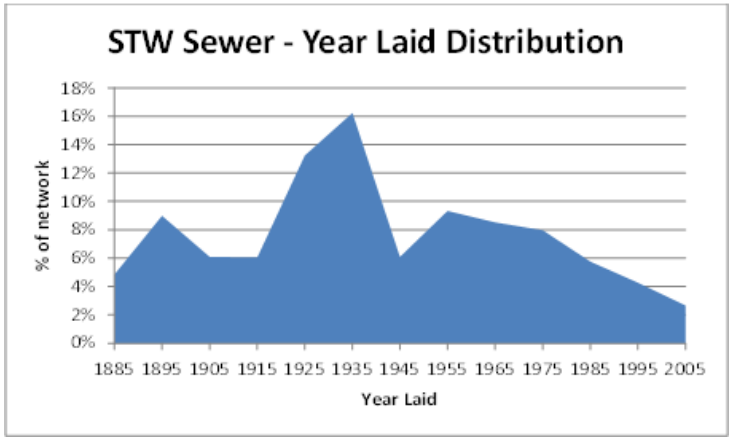
Alarm → **Investigation the root cause** → **Effective decision support**

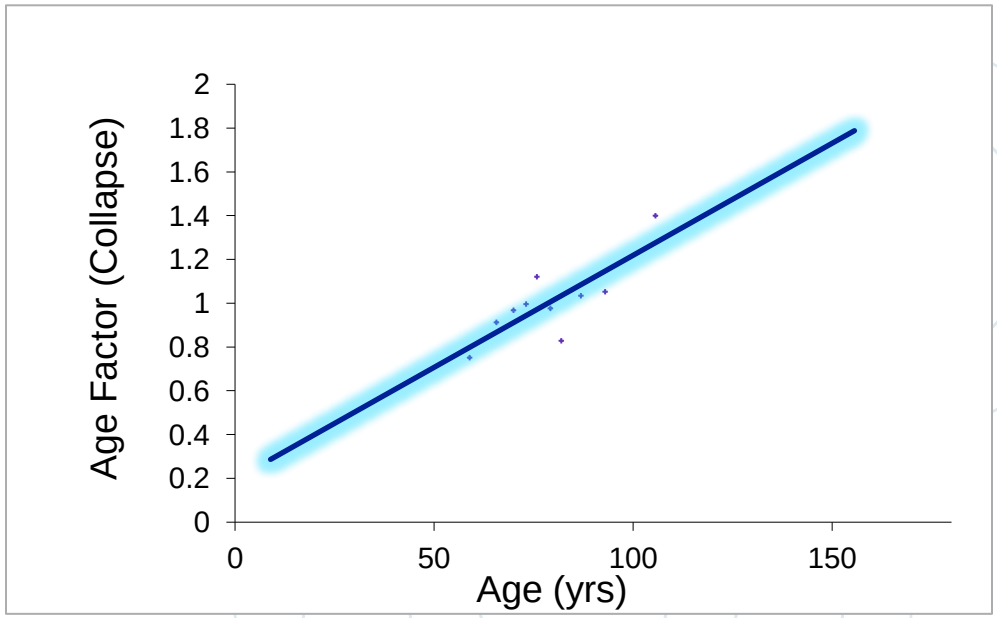
Controlling our assets

Ageing sewers

- The risk of failure is linked to the age of an asset.
- Over 70% of our sewers are older than 50 years.
  - A high proportion were laid in the 1930's.
- It would take 1500 years at current rates to replace the current network.
- Our modelling indicates that a proportion of sewers at high risk of collapse will increase steadily over time.
- How should we deal with potential future investment 'spike' caused by ageing assets?







Customer education

Source control

Food waste being discharged directly to sewer via macerator

Grossly undersized grease trap

Customer Education ?
Fitting of Grease Traps ?

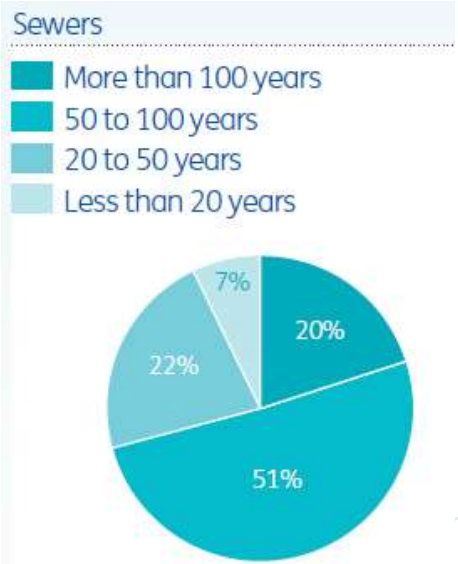
Money Isn't All You're Saving

Sustainable Solutions

Summary

Choices we have:

- Sewer flooding and our impact on customers
- Pollution incidents and our impact on the environment
- Surface water management
- Transfer of private drains and sewers
- Asset management and an ageing asset base



Striking the right balance

The cost of controlling our assets and behavioral changes to control issues at source

Options	Relative Cost	Certainty of outcome
Increasing sewer capacity through new and extended sewers (long term improvement)	£££££	High
Sewer rehabilitation to maintain our existing assets to reduce risk of blockages and collapses	££££	High
Install **flow loggers** to monitor and control flows to maximise existing asset capacity	££	Medium
Pro-active **sewer cleansing** to remove silt, grease and roots	££	Medium
Install **mitigation** devices to reduce the frequency/consequence of flooding	££	Medium
Work towards better **Surface Water Management** with stakeholders	£	Low
Encourage customers to **reduce hardstanding** to reduce surface water entering our sewers	£	Low
Focus on **Customer Education** to reduce fats, oils and greases (FOG) entering sewers	£	Low

Session 2: Future choices
Discussion questions

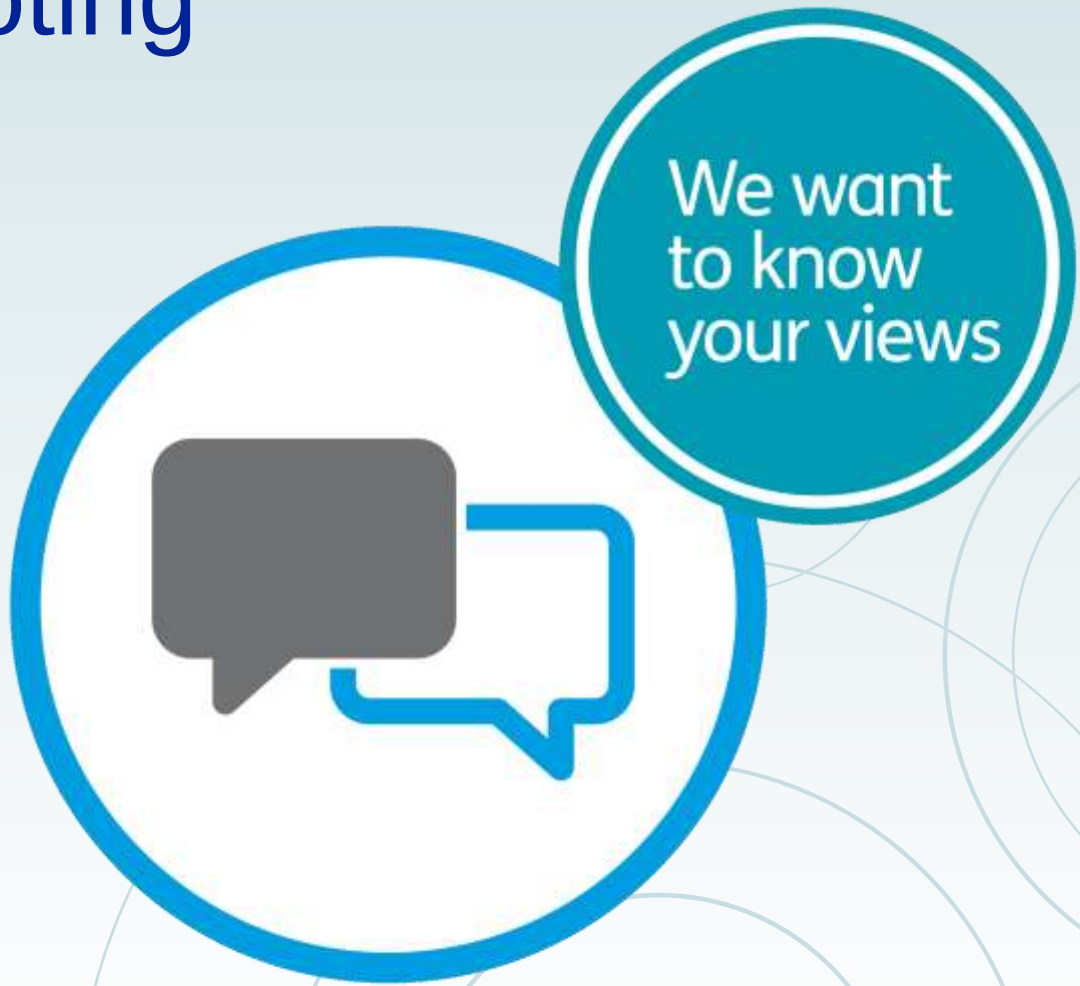
Q9: Do you think moving towards a sewer flooding risk based approach (balancing incident frequency and consequence) is appropriate?

Q10: How far and how fast should we go with reducing sewer flooding and pollutions?

Q11: How quickly should we replace our sewer network?

Q12: How can we find the right balance between taking action ourselves to maintain and improve our sewerage network, and seeking to change the behaviour of others?

Electronic voting

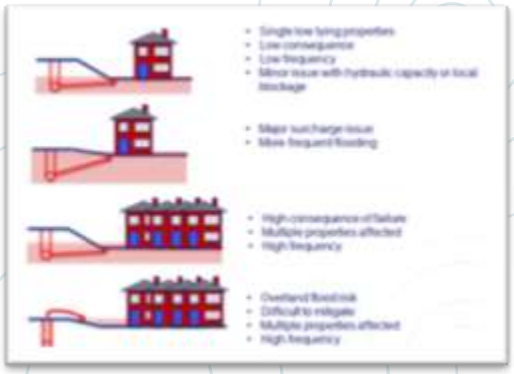


Session 2: Future priorities
Electronic voting

Q13: To what extent do you agree with the following statement?

"STW should adopt a risk based approach to sewer flooding"

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree



Session 1: Current priorities
Electronic voting

Q14: How quickly should we aim to resolve the most severe internal flooding?

1. The short term (the next five years)
2. The medium term (now – 10 years)
3. The long term (now – 20 years)
4. Keep running with the risk.
5. Don't know.

Session 2: Future priorities
Electronic voting

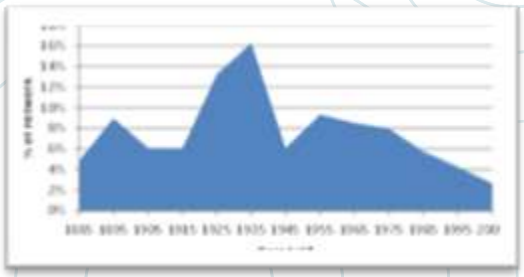
Q15: How quickly should we aim to address the risk of pollutions?

1. Reduce pollution significantly over the next 5 years
2. Reduce pollution significantly over the long term
3. Keep running with the current risk.
4. Don’t know.

Session 2: Future priorities
Electronic voting

Q16: On the basis that over 70% of our sewers are older than 50 years, and will need replacing, which of the following statements best represents your views?

1. If they are not causing a problem then why replace them now, even though bills may increase in the long term due to ageing assets.
2. If there is reasonable certainty that sewers are likely to cause problems in the next 5-10 years, I would prefer to see them replaced now before they cause flooding or pollution issues.
3. Sewer replacement rates should be accelerated to ensure future bills are kept at a steady level.
4. We need to invest in line with the design life of the asset
5. Don’t know



Session 2: Future priorities
Electronic voting

Q17: What do you think the right balance is between Severn Trent investing in its assets and all stakeholders making changes to control issues at source?

STW led action with high degree of certainty, but higher cost

Third party behavioural change with lower certainty of outcome, but lower cost

5. Don’t know

Thank you

Agenda for the day

Part 2	Ensuring healthy and sustainable rivers
13.15 - 13.20	GIC introduction
13.20 – 13.30	**Presentation:** Background and current priorities
13.30 - 14.00	**Round table workshop:** Background and current priorities
14.00 - 14.05	**Electronic voting:** Current priorities
14.05 - 14.20	Coffee break
14.20 - 14.30	**Presentation:** Future priorities
14.30 - 15.15	**Round table workshop:** Future priorities
15.15 - 15.20	**Electronic voting:** Future priorities
15.20 - 15.30	Close and thank you
15.30	Opportunity to meet STW staff

Making the right choices:
Ensuring healthy and sustainable rivers

Waste water stakeholder workshop

Kara Owens,

Waste Water Services, Non-Infrastructure Strategy Manager
19 June 2012

We are an integral part of the water cycle

The Severn Trent Water cycle

The role of Severn Trent Water

We rely on the natural environment for our water resources. We make sure our activities do not cause environmental damage.

Raw water is collected

Raw water is cleaned

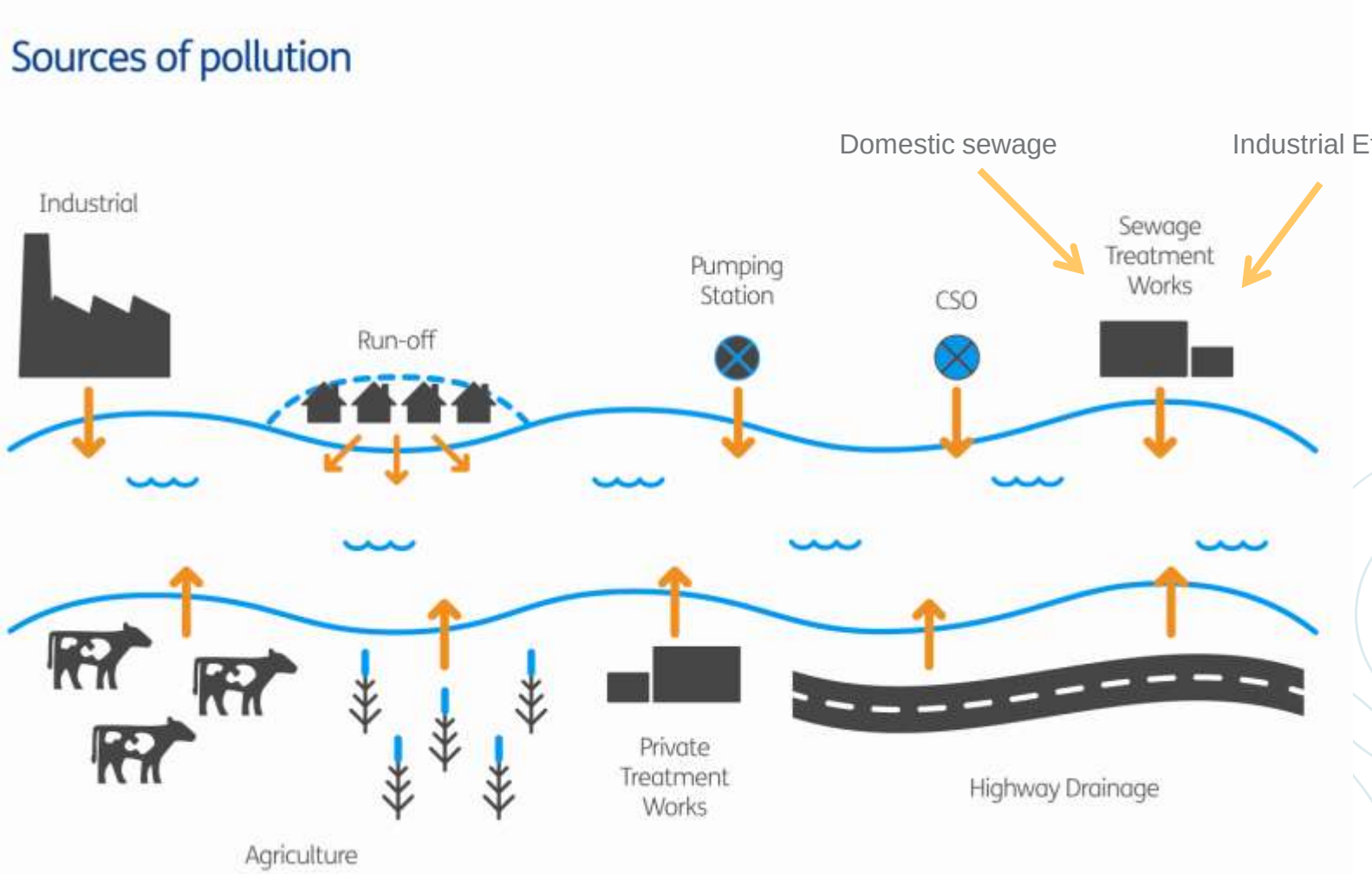
Clean water is distributed

Customers enjoy our services

Waste water is collected

Waste water is treated

There are many contributors to river water quality

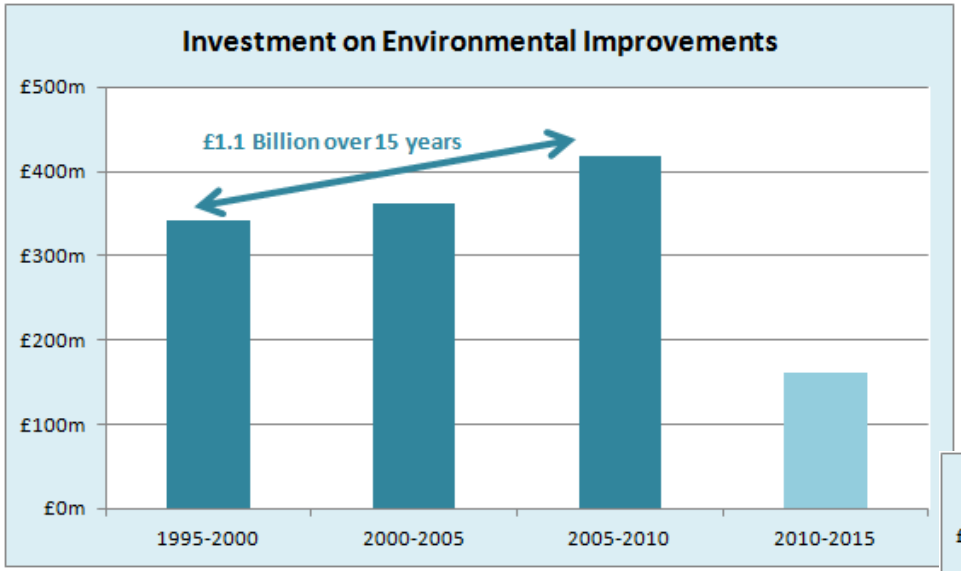


Even though our rivers are the cleanest since the industrial revolution.....

River Leam, Warwickshire (source: EA)

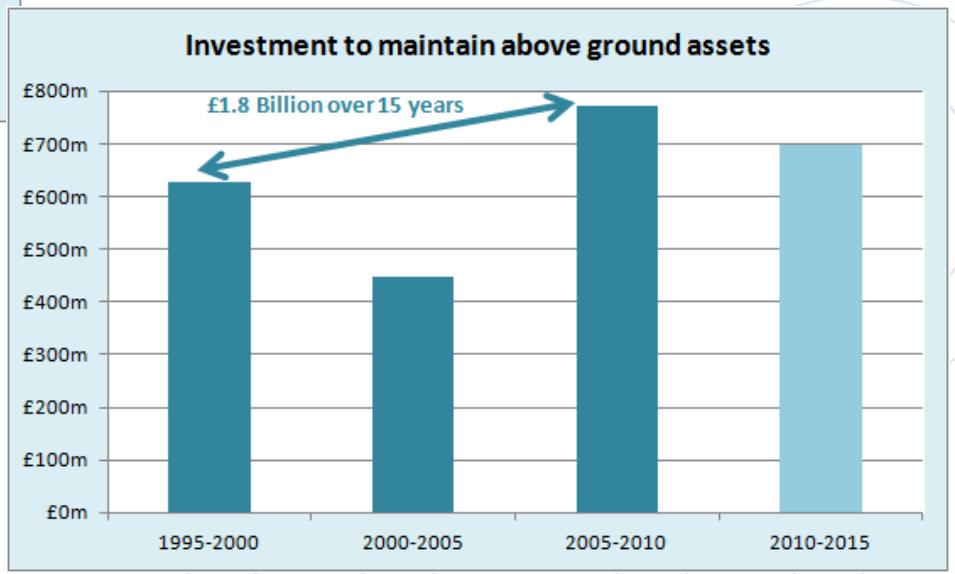
We have been investing in river water quality improvements

We have over 1000 sewage treatment works, over 3000 pumping stations and over 4000 combined sewer overflows in our region

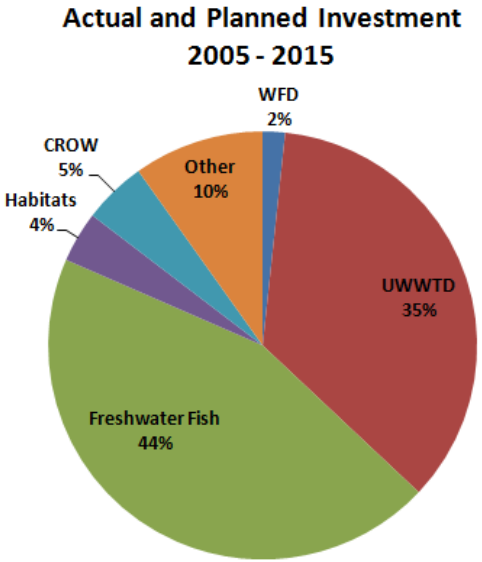


This investment has all been spent on meeting new environmental standards

We have also been maintaining our asset base to ensure a sustained level of performance



Sewage treatment works investment



River Water Quality Improvements

- Investing in new treatment processes to meet new standards

New Technology

- Investing in online instruments to provide real time asset data

Asset Maintenance

- Renewing & replacing our assets based on asset life and performance

Sewage pumping stations and combined sewer overflows

Any discharges, whether permitted or not, will have an impact on river water quality. These discharges contribute to diffuse pollution sources.

During 2010-15 we will be investing c£100m in these assets:

- £97m on maintaining the existing asset performance
- £3m on improving our remote monitoring to be more proactive

Flow Monitors

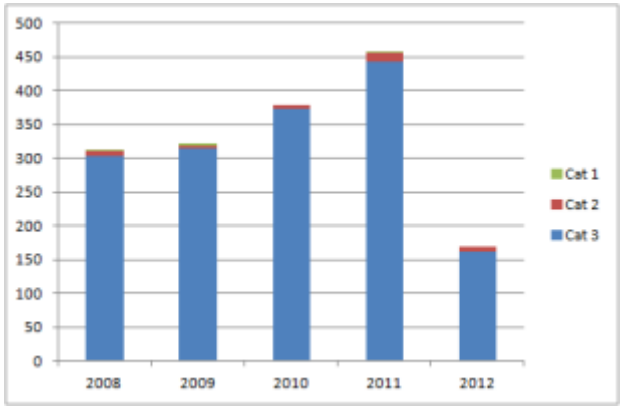
And in the headwaters of our catchments we are protecting the environment from pollution

- Partnership working to reduce the risk of water pollution through catchment management activities
- Achieving a balance of environmental protection, good quality drinking water and sustainable agriculture
- Reducing the need to build new assets whilst improving the environment

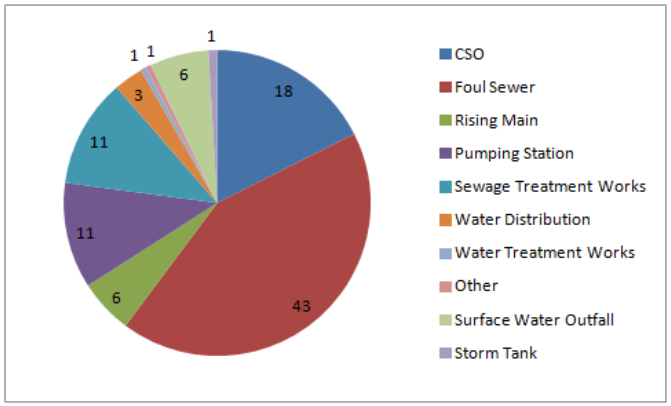
So has our investment been working?

Overall our funding has been designed to sustain our current levels of performance unless specific environmental quality improvement needs have been identified

No of Total Pollution Incidents

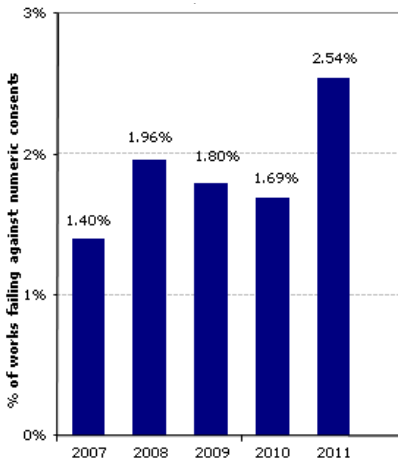


% Source of Pollution Incidents 2008-12



We have experienced significant challenges recently and are striving to reduce our pollution incidents back down towards historic levels

% Sewage Treatment Works Failing Consent



2011 was a challenging year for sewage treatment works compliance, but with a 98.9% sample pass rate we believe that our performance will stabilise

Is our investment approach sustainable?

E.g. Barston STW, River Blythe

Nov 1995
River Quality Std
Ammonia
treatment
required

£1m

Dec 1998
UWWTD Std
P Removal
required

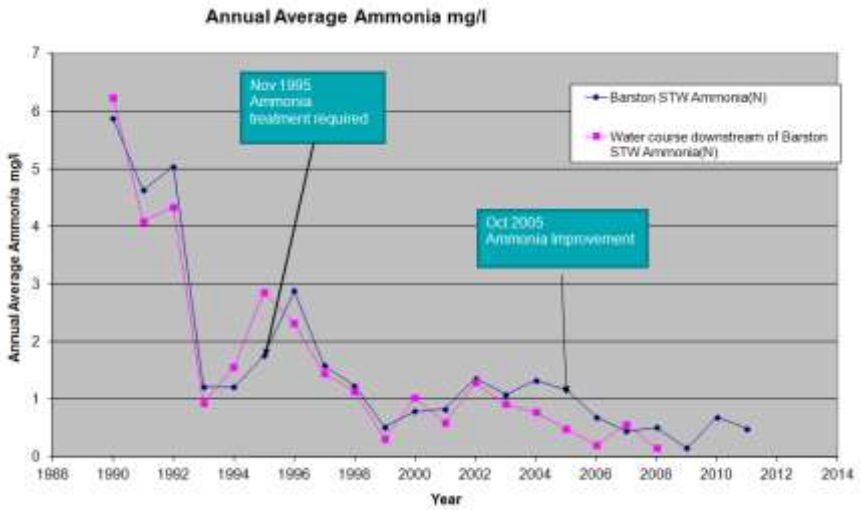
£3.3m

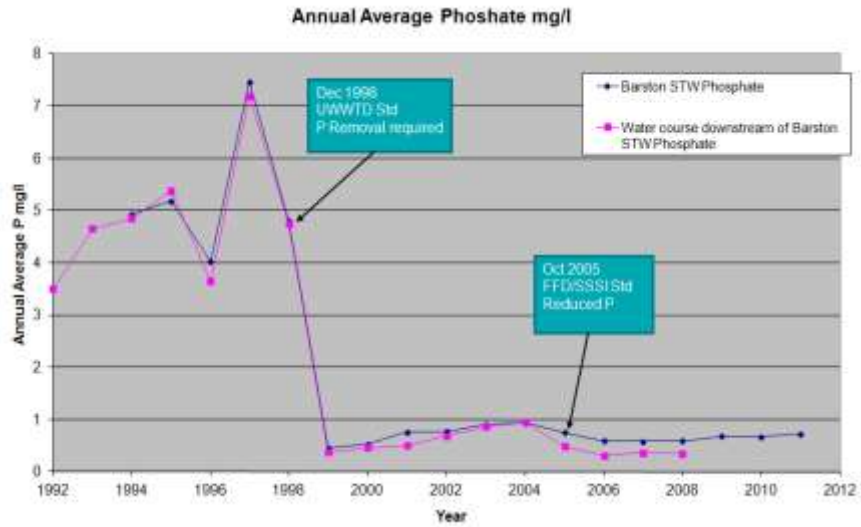
Oct 2005
FFD/SSSI Std
Reduced P &
Ammonia
consent

£1.9m

AMP 6
WFD target to
be set

£???

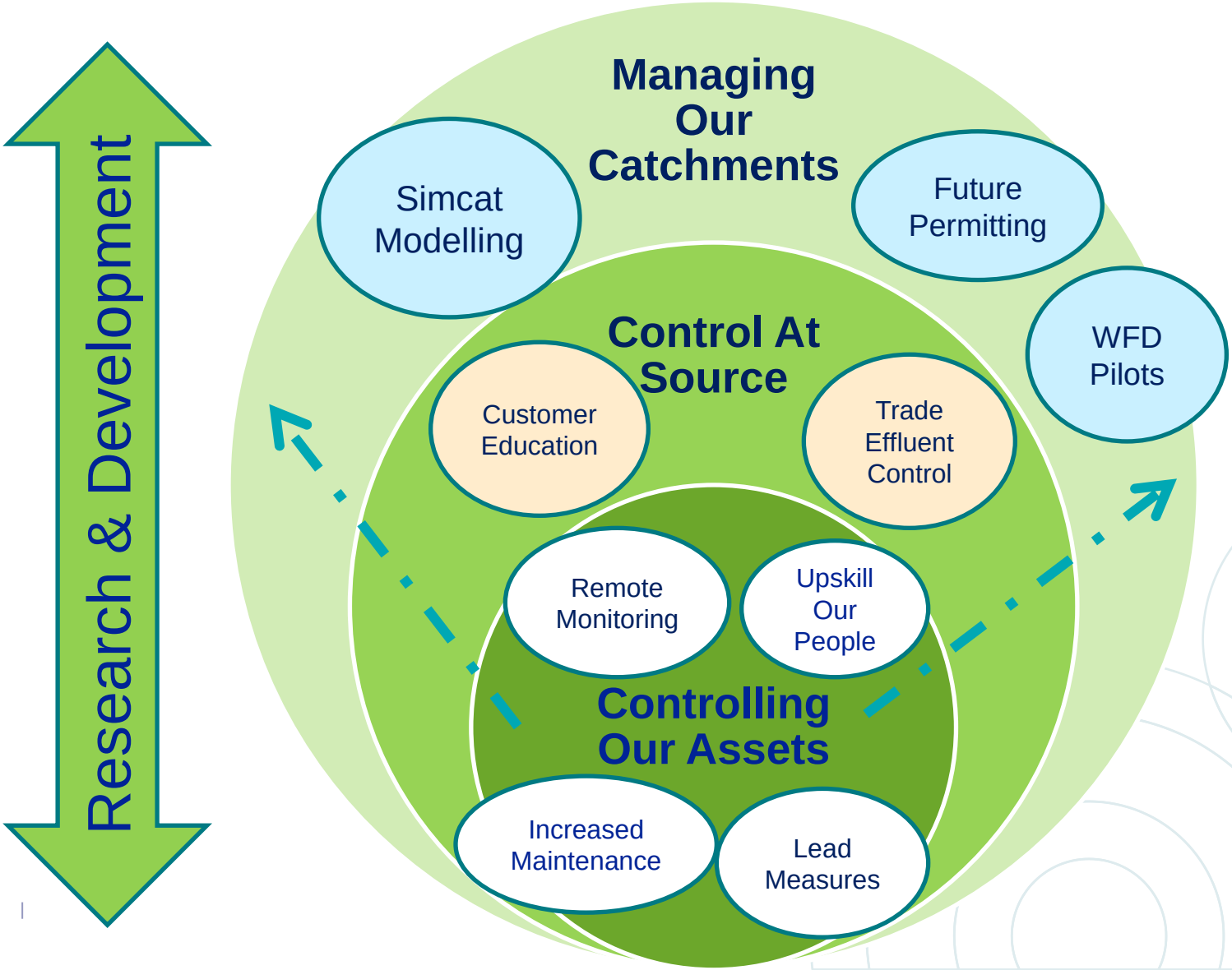




Significant improvements made to river water quality at a total cost of £6.2m

However, we are not yet achieving the WFD standard

Current strategy for environmental performance



Summary

- River water quality is a really complex area to manage with many different contributors
- We have invested over £2.9bn in river water quality through maintenance and quality improvements
- We have achieved huge improvements in river water quality, however, we have had some significant performance challenges over the last couple of years
- Our approach has focussed on controlling our assets through investment in new treatment technologies, remote monitoring and training and upskilling our people
- Recently we have started to look more broadly at source control and catchment management

Session 3: Current priorities
Discussion questions

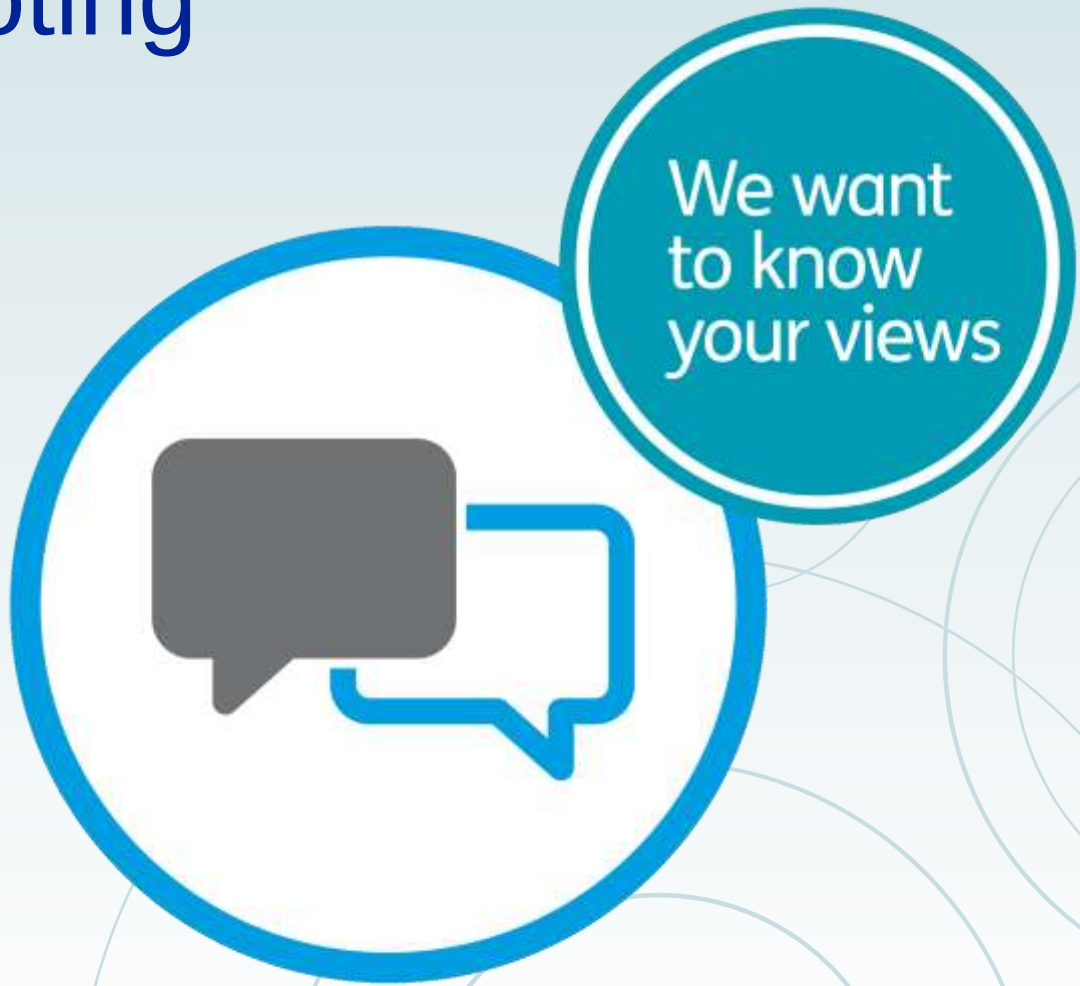
Q18: Were you aware of the improvements we have been making?

Q19: What do you think of our current strategy and approach to investment?

Q20: Do you think that our current investment approach is sustainable?

Q21: Do you think our strategy currently focuses on the right areas?

Electronic voting



Session 3: Current Priorities
Electronic Voting

Q22: To what extent do you agree with the following statement?

"We are currently investing enough money to improve river water quality"

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree

Session 3: Current Priorities
Electronic Voting

Q23: To what extent do you agree with the following statement?

"STW currently has the right balance of investment between its different assets to improve river water quality"

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree

Session 3: Current Priorities
Electronic Voting

Q24: To what extent do you agree with the following statement?

"STW should focus on its own assets rather than catchment solutions"

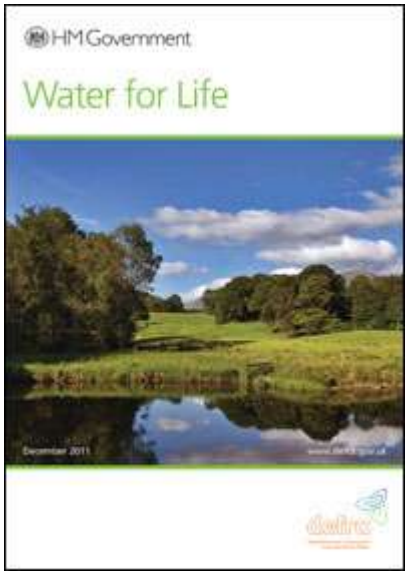
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree

Session 4:

Future choices – (2015 onwards)

The need for change

Moorland Runoff



- Despite ongoing improvements we still see river ecology affected by pollution from many different sources.
- Introduction of the Water Framework Directive moves from rigorous chemical measures of river water quality to ecological health.
- The Water for Life white paper recognises that a different approach is required.

What is the Water Framework Directive (WFD)?

The WFD aims for:

- More **naturally** functioning water bodies
- More **sustainable use** of water in rivers, groundwater and wetlands
- Full range of **water services** with cleaner water for drinking, recreation, economic use
- High **quality habitats** for wildlife

The WFD objectives are:

- **good status:** the water environment achieves ecological, chemical and quantitative criteria, by 2015.
- **no deterioration:** the state of the water environment must not fall.

There is flexibility in how the WFD is implemented

- For example, due to cost or feasibility

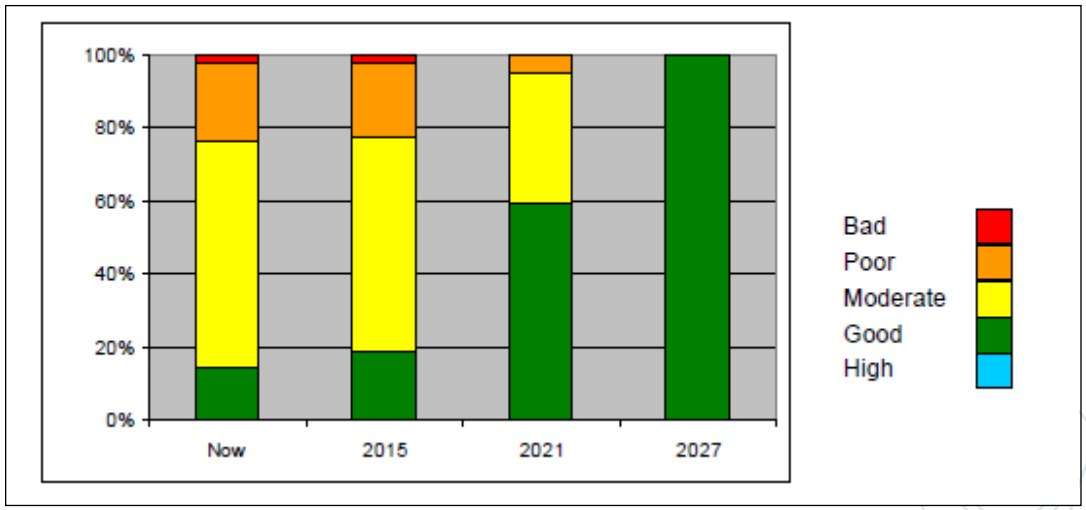
The WFD addresses all sources of pollutions to water bodies, not just Water Company activities

Where are we at in the Midlands?

We have 915 water bodies in the Midlands region, split between the Severn and Humber districts. 22% of these met WFD good standard in 2009 (compared to 27% nationally).

The challenge:

- By 2015, at least 25% of water bodies in the Midlands are expected to reach WFD good standard.
- By 2027, 100% of water bodies in the Midlands are expected to reach WFD good standard, unless the cost is disproportionate to the benefit.

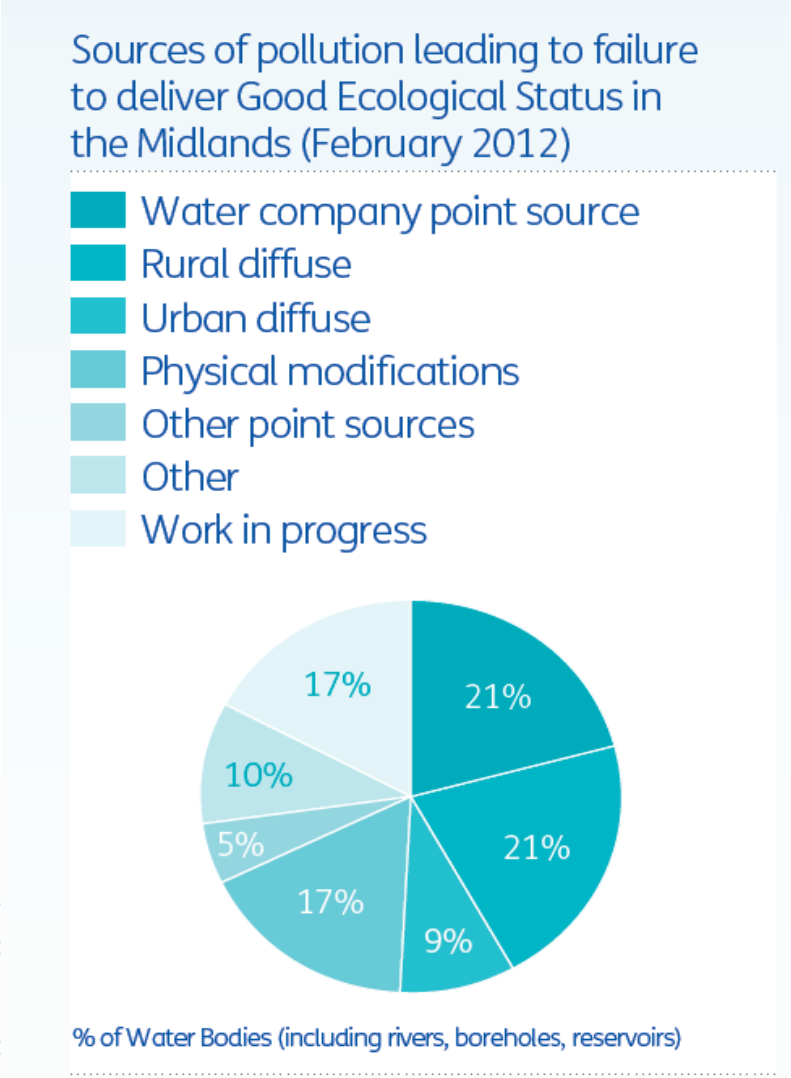


This example shows the pace and progress required across the next 2 investment periods if we are to achieve the WFD objectives.

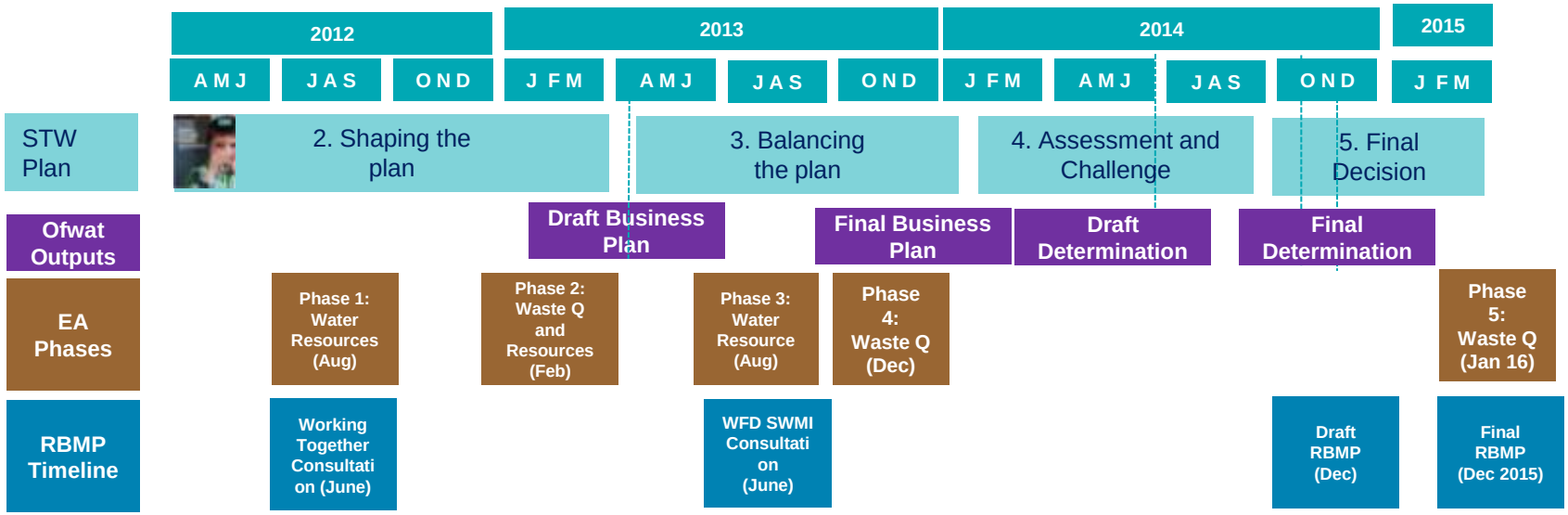
Source: Severn River Basin District, draft River Basin Management Plan

What are the reasons for failure?

- Severn Trent Water discharges are the primary reason for not achieving good standard in around 21% of water bodies.
- The remaining discharges from our assets and outfalls may well be contributing to failure in the remaining water bodies.
- 67% of issues with water company discharges is related to Phosphorus.
- We must also ensure that the water bodies in our region do not deteriorate.



It seems pretty straightforward, why are we talking about it?



- We are currently consulting on priorities to help shape a balanced plan which takes into account WFD improvements and other customer priorities.
- Alongside this, the EA will be running the River Basin Management Plan process which will enable Defra to make decisions around the WFD programme.
- Although timescales don't align we want to use the outcomes of this consultation to shape our plan and input into the RBMP process.
- We would prefer to develop a programme of work to provide some bill certainty now.

Everyone is talking about the Water Framework Directive

"The Water Framework Directive, adopted in 2000, provides the means for us to pursue our desire to have healthy, fully functioning ecosystems... "
Water for Life, 2012

"*To comply with the provisions to 100% would require us to take some really quite impossible measures*"

Richard Benyon, Under-Secretary for Natural Environment and Fisheries

"The Water Framework Directive (WFD) is arguably the most ambitious and important piece of environmental legislation to emerge from Europe for decades. Although it focuses on the protection and improvement of rivers, lakes and coastal waters, its impact will be felt throughout the catchments that feed them."
RSPB, 2010

"The EU's Water Framework Directive, which we've been working on for over 15 years, is the most important piece of environmental legislation ever passed for our rivers.
It requires Europe's freshwater environments to reach 'good ecological status' by 2015. It should be the cornerstone of sustainable freshwater management for decades to come."
David Nussbaum, Chief Executive, WWF

"*The Environment Agency, in its evidence to us, said that in urban catchments in particular it had not seen a proportionate or feasible pathway to achieve 100% compliance with good quality in all waters by 2027*"

House of Lords inquiry, 2012

Severn Trent Water: delivering good status

Our aims:

- We want to achieve the highest environmental standards at an acceptable cost to our customers.
- We believe that this will be achieved through a combination of asset investment and catchment collaboration.
- We are currently aiming to phase our investment from 2015-2027 in an efficient manner.
- We are looking to invest more in R&D and the development of innovative solutions

Our approach to our business plan & the Water Framework Directive

Focus on the 21% Point Source Discharges where we have the greatest impact on achieving Good status (identified in reasons for failure)

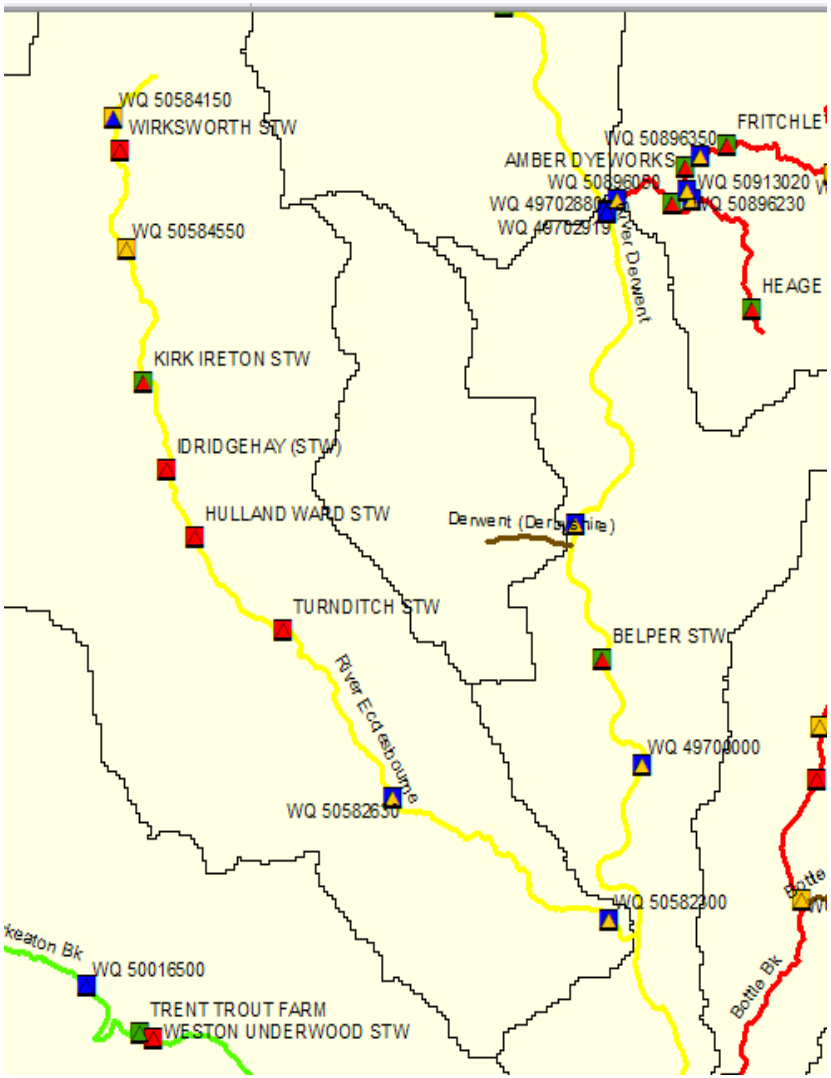
Then look at other water bodies where good status cannot be achieved without our input

Understand the impact of discharges from our overflows and outfalls through investigation and modelling (loads and ecological impact unknown)

Explore catchment management opportunities to achieve good status

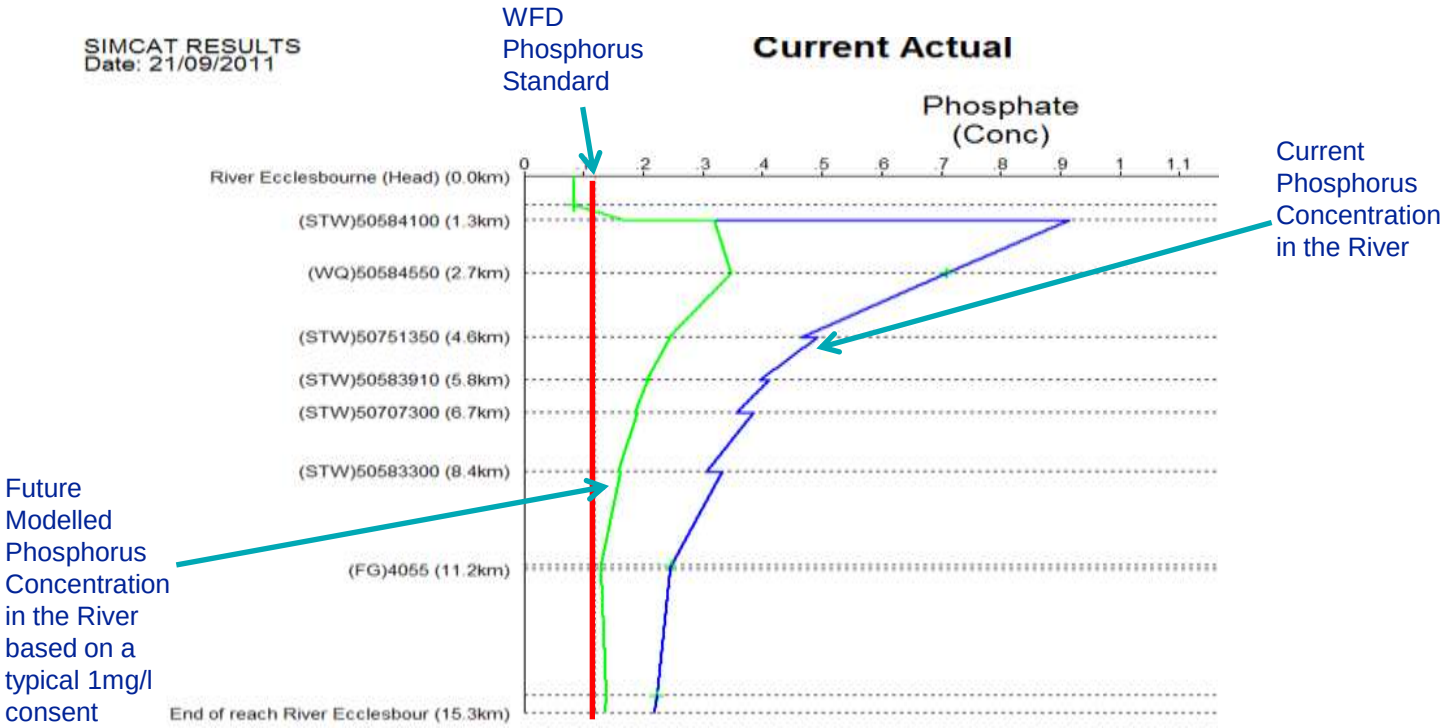
(increase our partnership working for broader benefit)

How might our approach look in practice?



- Approximately 65% of all the phosphorus in the Ecclesbourne comes from sewage treatment works.
- Of which around 75% comes from Wirksworth STW

The scenario and possible solution



- Chemical dosing and sandfilter on site = £600k
- Sustainable compliance with WFD = Uncertain

But could this watercourse achieve Good status without our investment?

What can Severn Trent Water do about this?

We have been working on many areas to ready ourselves:

- Delivering current performance standards
- Implementing trade effluent controls
- Increasing customer education
- Partnership working on a catchment basis
- Balancing Carbon & Ecology programme
  - River quality modelling
  - Future permitting regimes
- Actively participating in the River Basin Management Planning process
  - Ecclesbourne & Leam catchment pilots

SEVERN TRENT WATER

Carbon footprint — River ecology — Lowest cost

Environment Agency

Balancing Carbon & Ecology Programme

Our investment choices need to find the right balance between meeting the needs of customers and of the environment.

River Water Quality options	Relative Cost	Environmental benefit	Certainty of outcome
Focus on source management of pollutants e.g. manufacturers and trade effluent	£	Medium	Low
Continue to drive improvement through enhancing our treatment works	£££	HIgh	High
Work in partnership to develop holistic catchment solutions rather than just capital investment	££	Medium	Medium
R&D into recovering waste products rather than discharging them to rivers	£££	Low	Medium
Increase remote monitoring to prevent pollution through proactive intervention	££	Medium	Medium
Broaden customer education programmes to prevent blockage issues	£	Medium	Low

Summary

- The Water Framework Directive challenges the way that we need to approach river water quality improvements
- There is still much debate regarding the implementation of the WFD, and there are choices around pace and progress
- Severn Trent have a real contribution to make to these improvements
- We believe that we should be making allowance for improvements through this business planning process
- We would like your views on the approach we should take and how we can work closer to achieve the requirements

Session 4: Future priorities
Discussion questions

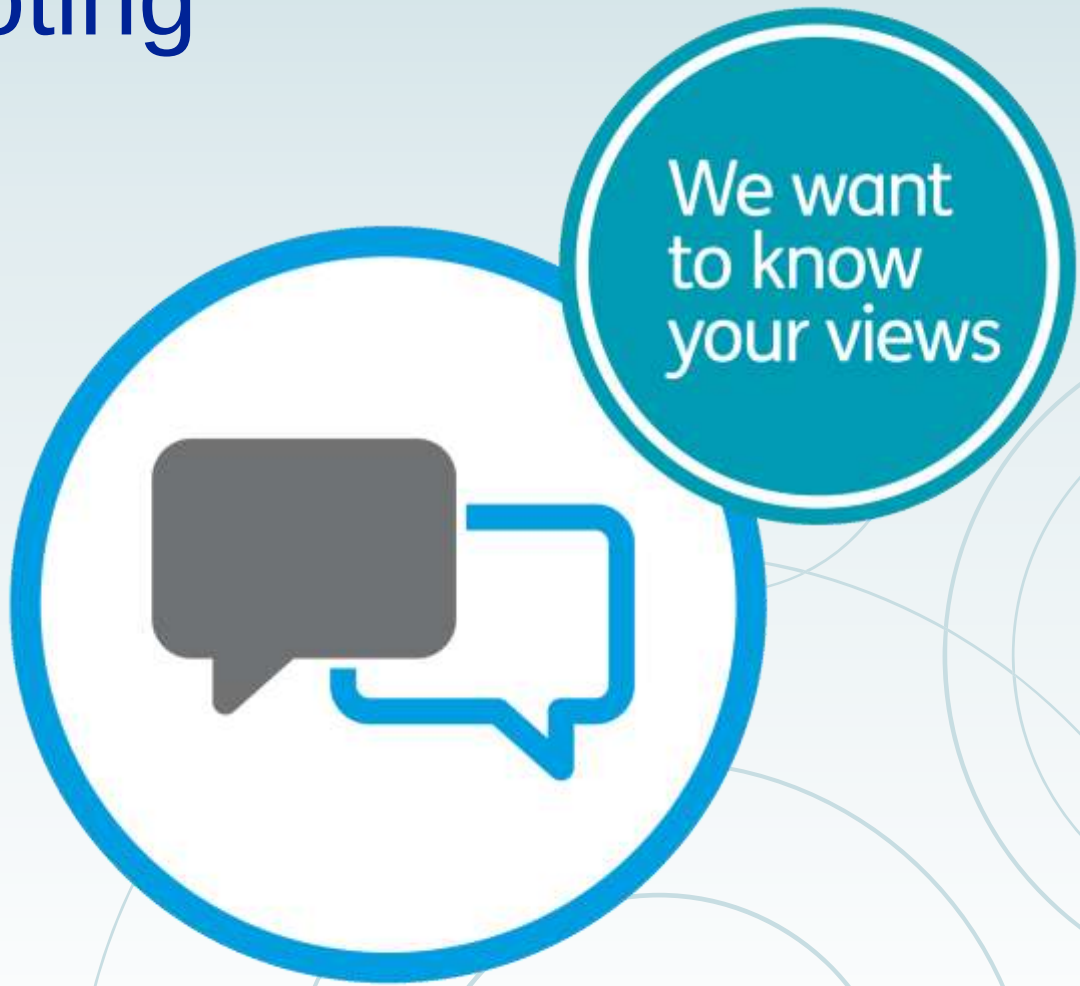
Q25: What do you think of our approach to building our business plan in relation to how we are addressing the Water Framework Directive?

Q26: What levels of improvement would you want to see between 2015-2020? And then 2020-2025?

Q27: What do you think Severn Trent's role is? What is the balance between us and others? How should we measure our contribution?

Q28: Where do you think we should we focus our efforts? E.g. by Geography, by multi benefit?

Electronic voting



Session 4: Future priorities
Electronic voting

Q29: How much progress should Severn Trent make towards its share of achieving Good status between 2015 and 2020?

Where on the following scale would you be?

No progress

Moderate progress

Resolve as much as is technically feasible

6. Don't know

Session 4: Future priorities
Electronic voting

Q30: The 2010-15 river quality improvement programme added £9 to bills

What level of further addition to bills do you think is appropriate?

1	2	3	4
Little or no change in river quality – less than a further £9 added to the bill	**Similar improvement in river quality – around £9 added to bills**	**Significant improvement in river quality – around £18 added to bills**	**The impact on the bill doesn't matter as long as we meet the standards**

5. Don't know

Session 4: Future priorities
Electronic voting

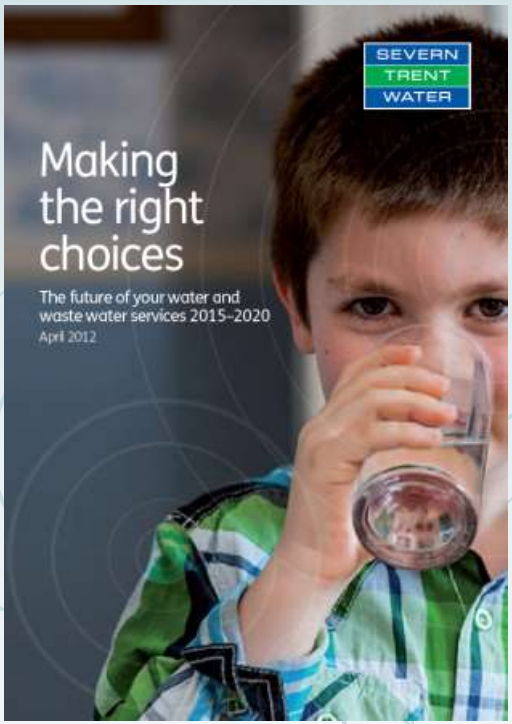
Q31: Our environmental programme will not be agreed until 2015. We need to consult on our business plan from April 2013.

Which of the following options would you recommend?

1. Make the best assumptions we can to build a programme
2. Assume the same level of investment as this period (2010-15)
3. Wait until all other parties have plans before deciding on investment
4. Wait until the RBMP is published and then develop our Business Plan
5. Wait until the RBMP is published and then develop the investment plan for 2020-2025

Thank you

Making the right choices



Waste Water stakeholder workshop

Simon Cocks

Director, Waste Water Services

19 June 2012

We will use what you tell us to develop a draft plan

Together with customer research, we will use your feedback to help prioritise what we do in 2015-2020

- We are consulting as we believe what you tell us will help us make a better plan.
- But, we will need to balance competing priorities and make some difficult choices.
- And, in some areas we have no choice, we rightly must meet our obligations.
- It means we cannot meet everyone's expectations, but we will listen to what they are, and take them into account where we can.

Next steps

We will feed back to you:

- A copy of Green Issues' report will be available.
- Our Water Forum will discuss this report.
- We will keep you updated in a newsletter.
- When we publish our draft plan in April 2013, we will explain how views have been taken into account, and if not, why not.
- You can give us your views on whether we have made the right choices in our draft plan.

You can still give us your views in writing

Making the right choices

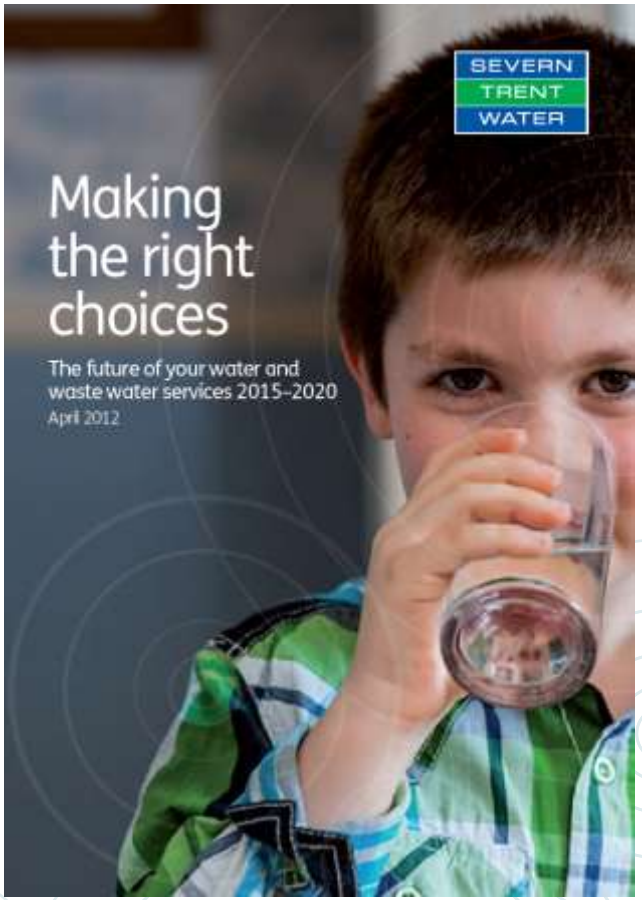
- Open for written responses until **31 July 2012**
- www.severntrent.com/makingtherightchoices

Tell us how we did today

- Please complete an evaluation form

Keep up to date

- By signing up for our newsletter at www.severntrent.com



Thank you